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ANNUAL REPORT FY23

# GRIEVANCE REDRESS SERVICE

*Finding Solutions Together*

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# FOREWORD



Transparency and accountability are central to the World Bank's mission to end extreme poverty and promote shared prosperity on a livable planet. These principles play a pivotal role in our interactions with Borrowers, project-affected people, civil society, and the broader development community.

The Grievance Redress Service (GRS), now in its ninth year of operation, is a vital component of the World Bank's accountability system. It provides a direct, confidential channel for individuals and communities affected by a Bank-financed project

to raise concerns about social and environmental impacts with senior management at the World Bank.

The GRS is an important complement to the World Bank's overall accountability system, which also includes project-level grievance mechanisms that are overseen by Borrowers, and independent bodies such as the Dispute Resolution Service, and the Inspection Panel. As evidenced by this report, the GRS is making a difference not only for the complainants, but on their broader communities. In many cases, the GRS has contributed to enhancing project quality and results.

The GRS has a positive track record in resolving cases in a sustainable manner. Complaints submitted to the GRS often raise issues that may indicate a larger systemic challenge or concern. In such cases, the process of finding solutions can lead to changes in project design and in the practices of the implementing agencies and institutions. The report outlines several cases where solutions led to better development outcomes, including in Viet Nam, Türkiye, and Pakistan.

The statistics for the 2023 fiscal year show active use of the GRS in all seven regions that the World Bank works in, reflecting the GRS's growing visibility. As in previous years, more than half the GRS cases involve land acquisition, resettlement, and/or compensation. Labor as well as occupational health and safety issues are also common. New analysis in this year's report examines cases in the context of fragility, conflict, and violence (FCV), where project implementation poses unique challenges.

Through an array of sample cases, the report illustrates the Bank's collaborative efforts with project-affected people and Borrowers to understand concerns, investigate conditions on the ground, and facilitate the timely resolution of issues. The GRS overview and the section focused on FCV highlight the meticulous attention given to safeguarding complainants' confidentiality and mitigating the potential risk of reprisals.

Lastly, I want to highlight the GRS's role in the continuous improvement of Bank operations by crafting systemic solutions, identifying trends and concerns in specific sectors and regions, and sharing their knowledge and expertise with colleagues around the world.

The GRS is an invaluable resource, and we expect its impact to continue to grow. I invite you to delve deeper and learn more about their work and share this report widely.

**Ed Mountfield**

*Vice President, Operations Policy and Country Services  
The World Bank*



# 1. INTRODUCTION

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a Bank-supported project has or is likely to have adverse effects on them, their community, or their environment.

Launched in 2015, the GRS is designed to ensure prompt review and resolution of grievances, with strong confidentiality protections. Led by World Bank senior management, it complements project-level grievance mechanisms and the World Bank's Accountability Mechanism.

This report provides an overview of cases, activities, key themes, and trends in the fiscal year ending on June 30, 2023 (FY23). The GRS received a record 538 complaints in FY23, of which 154 were deemed admissible.<sup>1</sup> This is up from 383 and 113, respectively, in FY22. A total of 146 cases were closed in FY23, including 75 carried over from previous years.

The complaints that were deemed inadmissible were found to be outside the GRS's mandate, as they did not relate to World Bank-financed projects or involved procurement issues or alleged fraud and corruption. Those were referred to the relevant World Bank units for follow-up.

The next section explains how the GRS works and how it fits into the World Bank's broader approach to accountability. Section 3 presents detailed data on complaints received and cases processed, disaggregated by region and Global Practice, and distinguishing between projects subject to the former World Bank safeguard policies vs. the comprehensive Environmental and Social Framework adopted in 2018. Section 4 examines key themes and emerging trends.

Section 5 provides examples of cases from the seven regions that the World Bank works in—Eastern and Southern Africa, Western and Central Africa, East Asia and the Pacific, Europe and Central Asia, Latin America and the Caribbean, the Middle East and North Africa, and South Asia—including the complaints received, how they were addressed, and the resolution.

Lastly, Section 6 describes the GRS team's ongoing outreach and communication efforts, including training Bank staff to understand the role of the GRS in addressing concerns of project-affected people; raising awareness of it with Borrowers and key stakeholders; referring complaints as appropriate; and collaborating with other multilateral finance institutions.

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<sup>1</sup>Another 12 complaints were still at the intake stage as of June 30, 2023.

The rapid growth in the volume of cases suggests that project-affected people are increasingly aware of the GRS and have found it useful for raising and resolving concerns. For World Bank staff, meanwhile, the cases processed by the GRS provide valuable insights to inform the design of new projects and ensure even better social and environmental outcomes.





## 2. GRS OVERVIEW

The GRS is a corporate-level mechanism at the World Bank for people to submit grievances if they believe a Bank-financed operation has or is likely to have adverse effects on them, their community, or their environment. It complements project-level grievance mechanisms, which are overseen by Borrowers, and the World Bank's independent Accountability Mechanism, which houses the Dispute Resolution Service and the Inspection Panel.

The GRS works collaboratively with World Bank project task teams, Borrowers, complainants, and other relevant stakeholders to resolve issues, aiming to deliver lasting and sustainable solutions. It also plays a key role in institutional learning and the continuous improvement of World Bank operations.

### Key functions

The main function of the GRS is to **resolve grievances**. The GRS receives complaints directly, through its website, by email, through World Bank offices worldwide,<sup>2</sup> and through referrals from project task teams and other Bank staff. It then screens them to ensure they fall within its mandate.

To be deemed admissible, a complaint must relate to a World Bank-supported project that is under preparation or active, or has been closed for less than 15 months; be submitted by named individuals or communities affected by the project, or by their authorized representative; and involve an environmental or social impact—actual or anticipated—from the project.

In any given year, a large share of complaints will fall outside those parameters. Many complaints do not actually involve activities under a World Bank-financed project. Allegations of fraud and corruption, as well as operational, procurement, and most employment issues, are forwarded to the relevant World Bank units and/or task teams.<sup>3</sup> Complaints about projects financed by the International Finance Corporation (IFC) and the Multilateral Investment Guarantee Agency (MIGA) are referred to them.

Once a complaint has been deemed admissible, the GRS works collaboratively with World Bank task teams, Borrowers, communities, and other relevant stakeholders to investigate and resolve the issues raised. Section 4 delves deeper into common concerns and how they are addressed. A more in-depth explanation of how the GRS handles complaints is provided in Annex 1.

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<sup>2</sup>For details, see <https://www.worldbank.org/grs>.

<sup>3</sup>Individual hiring, promotion, and contract termination issues are outside the scope of the GRS's mandate. However, systemic issues, including whether projects honors contractual commitments to recruit and hire local community members, are considered social issues and do fall within the GRS's mandate.

The GRS is also responsible for **monitoring and reporting** on the resolution of cases. It works with World Bank task teams to ensure that the solutions negotiated with complainants and Borrowers are implemented to the complainants' satisfaction, and reports monthly on the status of complaints to World Bank senior management. It also publishes a monthly log of active cases on both its internal and external websites.

Another key function of the GRS is to contribute to **learning and capacity building** within the World Bank. By drawing insights from cases and identifying systemic issues and trends, it helps to improve how new and existing projects handle environmental and social matters, thus contributing to better development outcomes (see Section 4). In addition, the GRS team provides training and support for World Bank staff to help them handle and resolve complaints more effectively. The interactions with project-affected people fostered by the GRS also enable World Bank management to be more aware of emerging environmental and social risks.

Lastly, the GRS engages in **outreach and communications** to raise awareness of the service, how complaints can be filed, and how cases are resolved. This includes training World Bank staff and engaging with other international financial institutions and other partners (see Section 6).

## Confidentiality protocol

The GRS prioritizes privacy and confidentiality, which is essential to the integrity of the complaint handling process. The GRS team is committed to ensuring that project-affected people can submit complaints safely, and works carefully to protect them from potential risks of reprisal.

The GRS Procedure, revised in FY23 and published on the internal and external GRS websites, sets clear standards for privacy and confidentiality. In addition, the GRS has posted an updated Personal Data Privacy Notice on its websites explaining how complainants' data are processed, including any information by which they might be identified.

The GRS assesses the risk of reprisal or other harm from the outset and treats all complaints as confidential by default. If confidentiality might pose a challenge for case resolution—for instance, if it makes it difficult to assess damages or negotiate compensation—the GRS will discuss the options with the complainant to agree on a way forward. Information on complainants is only shared with Borrowers if complainants give their written consent to the GRS to disclose their information to third parties (e.g., contractors).

The GRS relies on other World Bank units to follow up with Borrowers on the issues raised in complaints, including cases that raise concerns of reprisal. All staff who receive information about complainants are advised of the need for privacy and confidentiality and of the need to comply with the World Bank's Personal Data Privacy Policy.

## Organization and structure

The GRS sits under the Operations Policy and Country Services (OPCS) Vice-Presidency of the World Bank, which is also responsible for interpretation of the Environmental and Social Framework (ESF) and the World Bank’s safeguard policies. This means that the GRS is overseen and supported by senior management responsible for the World Bank environmental and social policies, separate from the World Bank task teams responsible for preparing and supporting projects.

The GRS serves as a centralized World Bank system for tracking and addressing complaints about environmental and social issues. As noted above, the GRS complements project-level grievance mechanisms and the World Bank’s independent Accountability Mechanism, which houses the Dispute Resolution Service and the Inspection Panel (see Figure 1).

Importantly, **using the GRS does not preclude complainants from accessing any other available redress mechanism.** Indeed, project-level grievance mechanisms (GMs) remain the primary tool to raise and address project-related concerns in World Bank-supported operations. The GRS does not replace those GMs, nor does it restrict access to World Bank accountability mechanisms, including the Inspection Panel, or to accountability mechanisms of other co-lenders.

In its effort to promote sound and sustainable solutions, the GRS seeks to build synergies with project-level GMs. In FY23, the GRS specifically examined the functionality of those mechanisms during the evaluation phase of all admissible complaints, to confirm whether project-affected people could actually access them and have their concerns addressed.

**FIGURE 1.** The GRS within the World Bank’s Accountability Framework

<p><b>Project Grievance Mechanism</b></p>	<ul style="list-style-type: none"> <li>• Established and managed by the Borrower</li> <li>• Handles complaints raised by project-affected individuals and communities</li> </ul>
<p><b>Grievance Redress Service</b></p>	<ul style="list-style-type: none"> <li>• Provides a single entry point at the corporate level for project-affected people to voice grievances to World Bank senior management</li> <li>• Provides guidance and support to World Bank staff to resolve these complaints efficiently and effectively</li> </ul>
<p><b>Independent Accountability Mechanism</b></p>	<ul style="list-style-type: none"> <li>• Serves as an independent complaints mechanism for project-affected people and communities</li> <li>• Reports directly to the Board of Executive Directors</li> </ul>

The GRS team found that complainants had often raised their concerns at the project level, informally or through formal grievance mechanisms. Some complaints were still pending with those project-level mechanisms. When consent to waive confidentiality is provided, the World Bank may ask Borrowers to register GRS cases with project GMs for proper follow-up on the issues raised. When, as part of a GRS case, weaknesses are identified in the project-level GM—particularly if the GRS has received multiple complaints about a project—the World Bank may work with the Borrower to improve the project-level mechanism.

The GRS also handled several complaints in FY23 involving projects co-financed by other international financial institutions, with complaints submitted as well to entities such as the Inspection Panel and the IFC's Compliance Advisor Ombudsman (CAO) office.

In some cases, the Inspection Panel chose not to register Requests for Inspection about matters raised in active GRS cases, as the Panel was not satisfied that World Bank management had been given a reasonable opportunity yet to respond to the allegations. This does not preclude the possibility of a future Request for Inspection related to those projects. In other cases, complainants opted to attempt a dispute resolution process overseen by the Accountability Mechanism, and the cases were placed in abeyance by the GRS until those processes are completed.



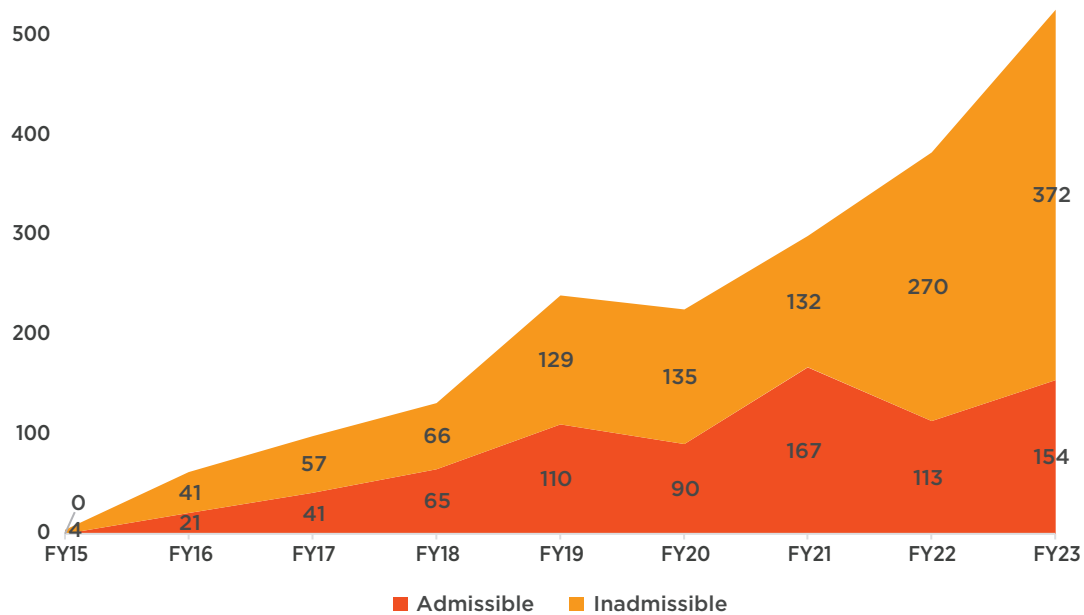
## 3. GRS STATISTICS

### Complaints received

The GRS received 538 complaints in FY23, a 40 percent increase from FY22, continuing a steady upward trend since the creation of the GRS in 2015 (Figure 2), and bringing the cumulative number of complaints received from March 2015 to June 2023 to 1,979. The growing number of complaints is due to the increased awareness of the GRS among project-affected people and World Bank staff. Not all complaints received by the GRS become GRS cases. Complaints that do not fall under the GRS mandate, such as allegations of fraud and corruption, issues relating to procurement and operational concerns, are referred to World Bank task teams and other mechanisms in the World Bank for appropriate follow-up. In this way, the GRS serves as a conduit for affected people to reach the appropriate mechanisms and enables the World Bank's follow up on a variety of complaints.

As discussed further in Section 6, the GRS team has conducted extensive training and outreach.

**FIGURE 2.** Complaints Received by the GRS from March 2015 to June 2023, by Fiscal Year



Note: FY15 data start in March 2015, when the GRS began operations.

### Intake channels

Of the 538 complaints received in FY23, 61 percent (328) were submitted directly to the GRS, 24 percent were referred to the GRS by World Bank task teams, and the rest

were forwarded from the World Bank’s Integrity Vice Presidency and other units. The ratios vary from year to year, but reflect growing awareness of the GRS both within the World Bank and among project-affected people.

### Admissible vs. inadmissible complaints

As explained in Section 2, the GRS only handles complaints from project-affected individuals and communities, within specific parameters. As a result, and as shown in Figure 2, many complaints received—more than half, except in FY21—are deemed inadmissible.

In FY23, 154 complaints, or 29 percent of the total, were deemed admissible.<sup>4</sup> This is the lowest share to date and slightly lower than in FY22, but it also represents a 36 percent year-over-year increase in the total number of admissible cases. Notably, likely due to World Bank staff’s knowledge of the Bank’s accountability system, referrals make up a large share of admissible complaints: 71 percent in FY23.

Of the 372 complaints that were deemed inadmissible in FY23, more than half related to bidding or procurement processes and were referred to the World Bank procurement team in the Operations Policy and Country Services Vice-Presidency (OPCS).

Some inadmissible complaints alleged impacts unrelated to World Bank-financed project activities, and others alleged fraud or corruption and were referred to the World Bank’s Integrity Vice Presidency. Most of the rest were inadmissible because they related to operational matters, or to projects that had been closed for more than 15 months, and five others, because the complainant remained anonymous.

Some complaints were deemed inadmissible on multiple grounds. Conversely, in several instances, the GRS opened cases to investigate issues that fell under its mandate and made referrals on the other aspects, or else alerted complainants that some issues were unrelated to World Bank projects.

### Cases carried over from previous years

In addition to the 154 cases opened in FY23 due to new admissible complaints, another 96 cases were carried over from previous fiscal years. As a result, the GRS had a total of 250 active cases in FY23, of which 146 were resolved by June 30, 2023. The latter figure includes 71 cases opened and resolved within FY23.

<sup>4</sup> As noted earlier, another 12 complaints were still at the intake stage as of June 30, 2023.

<sup>5</sup> See <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>.

## Applicable environmental and social policies

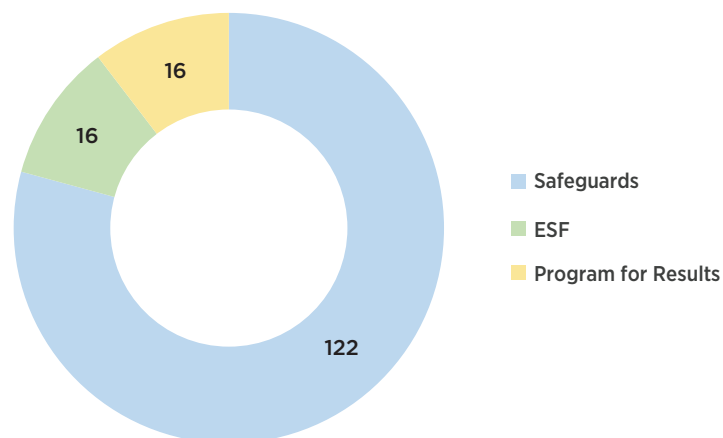
In 2016, the World Bank approved an Environmental and Social Framework (ESF),<sup>5</sup> applicable to all projects initiated on or after October 1, 2018, with the objective of supporting green, resilient, and inclusive development by strengthening protections for people and the environment.

The ESF reflects important advances in areas such as labor, inclusion and non-discrimination, gender, climate change, biodiversity, community health and safety, and stakeholder engagement. It also applies increased oversight and resources to complex projects, promotes integrated environmental and social risk management, and makes it easier to adapt to changing conditions.

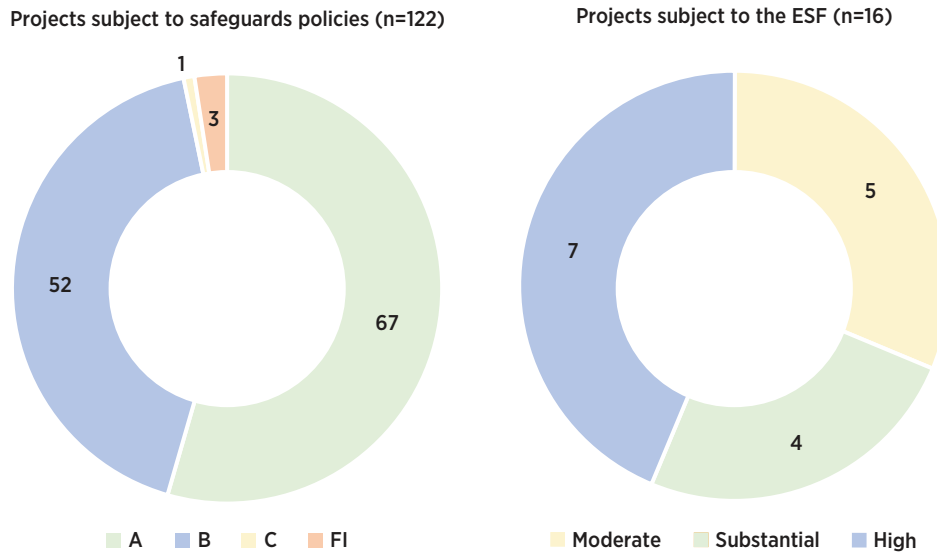
Given the long duration of World Bank-financed projects—typically five years or more, often with several years of preparation—a majority of the Bank’s portfolio is still covered by the former environmental and social policies, known as the “Safeguards Policies.” As shown in Figure 3, of the 154 admissible complaints received in FY23, only 10 percent involved projects under the ESF; 80 percent were subject to safeguard policies, and 10 percent were subject to Program for Results Financing (PforR) policies.

All World Bank projects are assessed upfront for environmental and social risks, and this determines the measures required to understand and address those risks proactively. As shown in Figure 4, of the 122 cases received in FY23 that are subject to safeguards policies, 54 percent involved projects in the highest-risk Category, A. Of the 16 cases subject to the ESF—which classifies projects as high, substantial, moderate, or low risk—44 percent involved projects in the “high” risk category.

**FIGURE 3.** Applicable Environmental and Social Policies in Admissible Complaints in FY23



**FIGURE 4.** Risk Category of Projects in Admissible Complaints in FY23

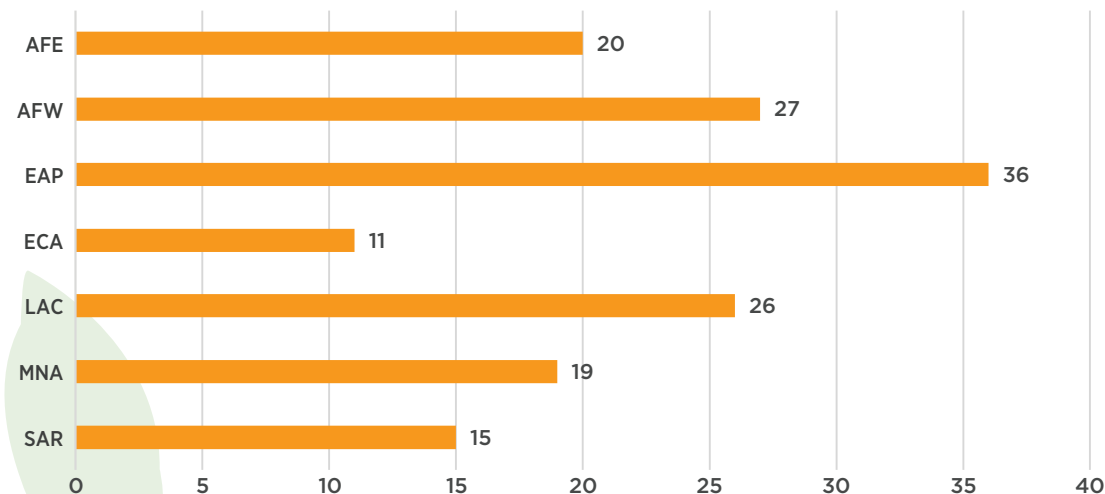


Note: FI projects are those managed through financial intermediaries.

### Cases by region

The geographic distribution of projects involved in complaints received by the GRS changes from year to year, but it increasingly reflects the World Bank’s global reach. While, as recently as FY20, three of the seven world regions that the World Bank works in had fewer than 10 admissible complaints each, in FY23, all seven were in the double digits, with East Asia and the Pacific accounting for the single largest share, 23 percent, followed by Western and Central Africa at 18 percent (Figure 5).

**FIGURE 5.** Admissible Complaints by Region, FY23

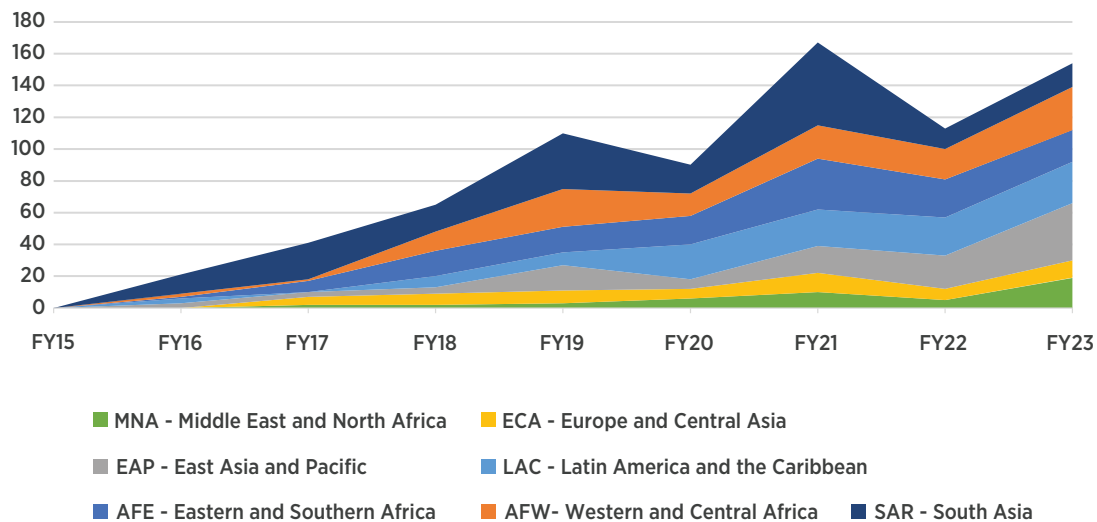




On a cumulative basis, the region with the largest share of admissible complaints received from March 2015 through June 2023 is South Asia, with more than 24 percent of the total (Figure 6). This reflects, in part, the region's large share of World Bank investment project finance, but also the early uptake of the GRS in the region. In FY16, 12 out of the 21 admissible complaints came from South Asia; in FY17, it was 23 out of 41. Over time, the regional distribution of cases has become more even.

Other factors that affect the geographic distribution of complaints include the complexity of the projects involved; country and local conditions; and the receipt of multiple admissible complaints about a single project (see, for example, the Egypt case study in Section 5).

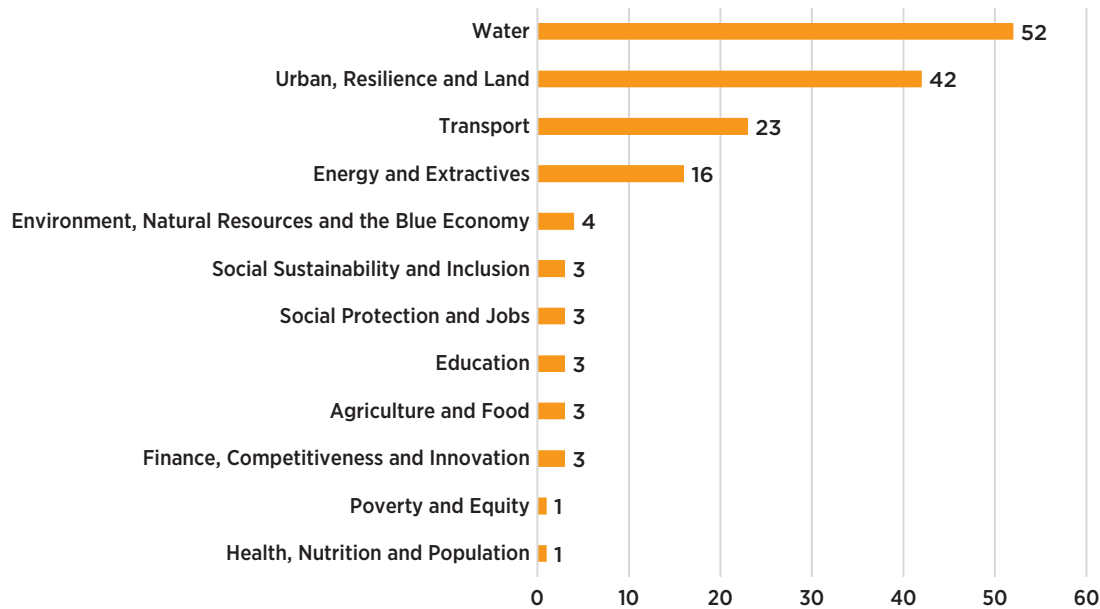
**FIGURE 6.** Admissible Complaints by Region, FY15-23



### Cases by Global Practice

The World Bank manages its operations through units responsible for general management, regions, and sectors—the latter organized under 18 Global Practices.<sup>6</sup> In FY23, the single largest share of admissible complaints received by the GRS involved projects under the Water Global Practice: 52, or 34 percent of the total (Figure 7). This is up sharply, from just 10 admissible complaints in FY22. This reflects a large influx of complaints from a handful of projects, including one with at least 10 admissible complaints, and another with close to 20.

<sup>6</sup> See <https://www.worldbank.org/en/about/unit>.

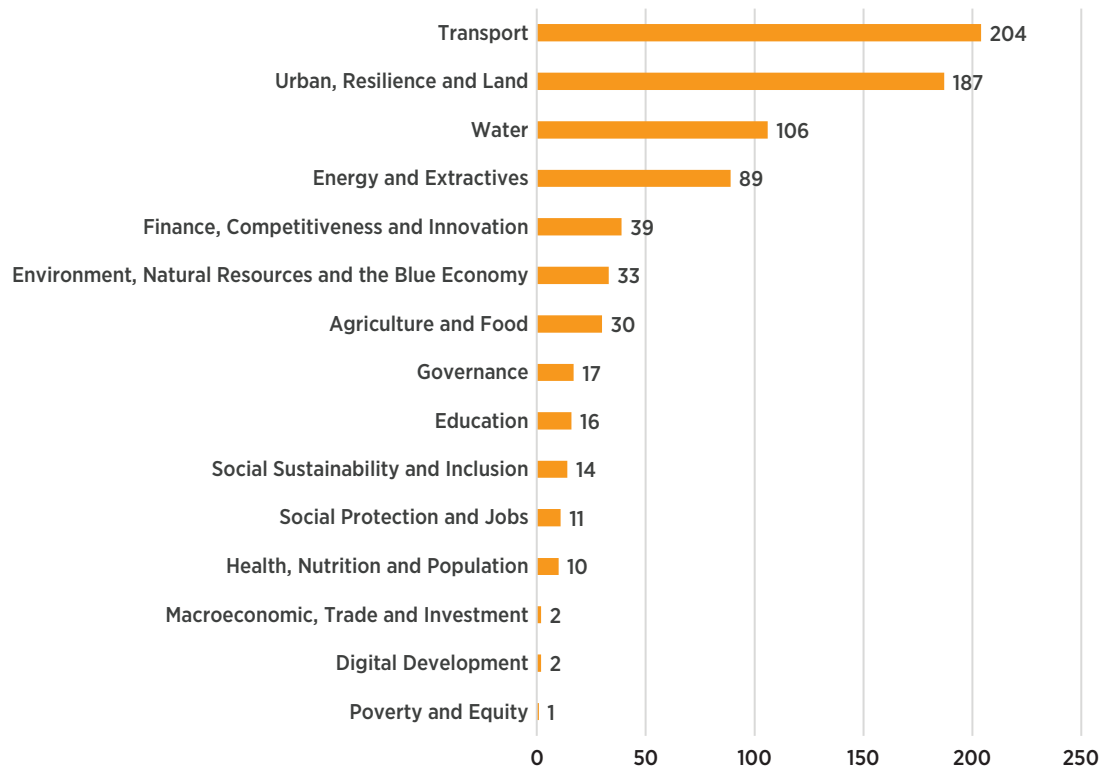
**FIGURE 7.** Admissible Complaints by Global Practice, FY23

Note: Global Practices with no projects about which the GRS received complaints in FY23 are omitted from the graph.

The Urban, Resilience, and Land Global Practice had the second-largest share of admissible complaints in FY23: 42, or 27 percent. This is up from 30 in FY22, when this Global Practice had the largest share of admissible complaints. The Transport Global Practice ranked third in FY23, with 15 percent of admissible complaints, and Energy and Extractives was fourth, with 10 percent.

On a cumulative basis, the Transport and Urban, Resilience, and Land Global Practices together account for 51 percent of all admissible complaints received by the GRS in FY15–23 (Figure 8). This is not surprising, as projects in these Global Practices often involve major public works, land acquisition, resettlement, and construction activities with the potential for impacts on local people’s properties and livelihoods. The same can be true in water-related projects, with the added risk of leaks, flooding, and resulting damage. Several of the cases opened in FY23 involved the construction of sewerage infrastructure.

**FIGURE 8.** Admissible Complaints by Global Practice, FY15–23



Note: Global Practices with no projects about which the GRS received complaints in FY23 are omitted from the graph.

## 4. KEY THEMES AND EMERGING TRENDS

### Land acquisition, resettlement, and compensation

As the data in the previous section show—particularly the disaggregation by Global Practice—by far the majority of cases handled by the GRS involve projects with large civil works. Such projects often require land acquisition and resettlement. Construction activities can also disrupt livelihoods or result in damage to surrounding properties and infrastructure.

World Bank policies require compensation for any such impacts, and standard procedures are built into each project to ensure that affected people and communities are compensated in a timely manner. This is the case even if affected people lack formal land title. Sometimes, however, there are disagreements between national authorities and project-affected people as to what constitutes adequate compensation or who is entitled to it. Unexpected damages may also occur.

In FY23, 58 percent of the admissible complaints received by the GRS (90) involved land acquisition, resettlement, and compensation matters—including four of the seven case examples presented in Section 5.

In Cameroon, for instance, people affected by an electricity transmission line project complained that their properties had been wrongly excluded from the land valuation and compensation process, the payouts were inadequate, and there was too little information about compensation packages.

The World Bank followed up with the Borrower, and an addendum was made to the project's Resettlement Action Plan to address these issues. The GRS's involvement also resulted in better coordination with project-affected people, which expedited payments for impacted persons. The stakeholder engagement process was improved, too, and a new round of public meetings was conducted to inform community members about the compensation process as well as the project-level grievance mechanism.

The resolution to each compensation case will depend on the specific circumstances, but the Cameroon case is fairly typical. It is common to reevaluate affected properties when gaps in compensation are identified; engage with stakeholders to ensure they fully understand what they are entitled to; and when relevant, source additional resettlement options for people to choose from.

In some cases, instead of property values, the complaints involve economic impacts from project activities, such as damage to property or lost income or crops. In the Lao PDR case described in Section 5, for instance, a hotel owner complained about expected damage to trees on her property as well as loss of income due to construction activities that would disturb guests. Design changes helped avoid some of the expected damage, but compensation was also provided.

In the Poland case described in Section 5, part of a property was acquired for a flood risk mitigation project. The owner subsequently realized that road access to the rest of the property would be cut off and filed a complaint with the World Bank. The task team worked with Polish Water Authorities to resolve the matter. After extensive negotiations that also involved local authorities, a compromise was reached in which the Borrower agreed to build a new access road and provide additional compensation.

When appropriate, if complainants agree, cases may be resolved through corrective actions instead of compensation. In the Egypt case described in Section 5 below, the contractor repaired damage allegedly caused by substandard work. In the Argentina case, the contractor in a road project implemented technical measures to prevent future damage. (In the latter, however, when additional work was offered as an alternative to payments for damage to crops and farmland, the complainants opted for monetary compensation.)

It is important to note that even if only one person files a complaint with the GRS, the resolution facilitated by the World Bank in collaboration with Borrowers may yield benefits for other community members as well. Once a problem has been identified, often it is solved for other people who are similarly affected. Efforts are also made to prevent problems from reoccurring.

### **Labor issues and occupational health & safety**

Ten cases processed by the GRS in FY23 raised labor issues with contractors hired to construct civil works as part of World Bank-financed projects. Several complaints alleged that lack of adherence to occupational health and safety (OHS) guidelines had resulted in unsafe working conditions and accidents. Others raised concerns about the facilities provided to workers, including inadequate housing, unsanitary conditions, lack of on-site provision of lunch, and lack of transportation to and from the worksite.

In response, the World Bank worked with Borrowers to enhance monitoring of OHS compliance and have the contractors improve workplace facilities, provide safe transportation, and ensure that all workers are insured. In several cases, independent labor audits were conducted to assess the root causes of the issues raised and recommend corrective measures, which were then implemented.

Fifteen complaints alleged workplace harassment, including sexual harassment; hostile work environments; and/or reprisals against workers who raised concerns directly with contractors or project implementing units. In response, the World Bank supported Borrowers in ensuring that codes of conduct were adopted and enforced and that training on appropriate conduct was provided. Project-level grievance mechanisms were also strengthened.

In all cases involving sexual harassment, sexual exploitation, and/or abuse (SH/SEA), the GRS engages with World Bank gender-based violence focal points, who work with task teams to establish survivor-centered responses appropriate to the level of risk and support their implementation. The priority is to link survivors to support services

available locally and identify solutions for verification and action that put their safety and confidentiality at the forefront.

One case, described in Section 5, alleged the use of child labor on a construction site in South Sudan. The works were suspended until the matter was resolved, training was provided to the people involved and to the community, and the children and their families were connected to an international NGO to help them return to school and access poverty alleviation measures.

Another complaint alleged that a foreign contractor was discriminating against local communities in its recruitment, in violation of requirements under the project's Environmental and Social Management Plan. The Bank worked to negotiate an action plan with the contractor, the complainants, and local authorities to ensure the equitable recruitment of local unskilled and semi-skilled workers, with a shortlisting committee that includes community representatives.

Notably, workplace issues generally did not occur in isolation: often there were several concerns about a single contractor, including OHS issues, workplace harassment, adverse impacts on local communities, and/or reprisals against complainants. The issues were addressed in an integrated way, which improved the contractors' overall environmental and social performance.

The ESF significantly strengthens labor protections by requiring a formal Labor Management Procedure for projects, including clear guidance on hiring, work conditions, OHS, grievance mechanisms, contractors, suppliers, and community workers. That said, as noted in Section 3, only 10 percent of complaints received by the GRS in FY23 involved investment projects under the ESF. Over time, as a higher percentage of World Bank Investment Project Finance is covered by the ESF, more workers will enjoy these enhanced protections.

### Fragility, conflict, and violence contexts

As highlighted by the World Bank's *Strategy for Fragility, Conflict, and Violence 2020-2025*,<sup>7</sup> by the end of this decade, two-thirds of the world's extreme poor are expected to live in countries in FCV situations. This makes it crucial for the Bank to remain engaged in these places, even if it needs to work through partners to implement and monitor projects.

In FY23, the Bank classified 17 countries as in conflict and 20 as affected by institutional or social fragility.<sup>8</sup> Of the 538 complaints received by the GRS in FY23, 187 (35 percent) related to projects supported by the Bank in countries experiencing conflict or fragility. Of these, 32 complaints were deemed admissible (21 percent of new cases in FY23).

<sup>7</sup> See <https://www.worldbank.org/en/topic/fragilityconflictviolence/publication/world-bank-group-strategy-for-fragility-conflict-and-violence-2020-2025>.

<sup>8</sup> See <https://www.worldbank.org/en/topic/fragilityconflictviolence/brief/harmonized-list-of-fragile-situations>.

The GRS closed a total of 26 cases in FCV countries in FY23, including 14 that had been received in FY23, and 12 that had been carried over from the previous three fiscal years. Two case examples presented in Section 5 involve countries in conflict: Cameroon and South Sudan.

Many of the issues raised in these cases are similar to those in non-FCV contexts: impacts on livelihoods and on community assets, inadequate compensation, lack of disclosure of project information, failure to adhere to OHS standards, and failure to resolve complaints at the project level. There were also allegations of harassment, poor working conditions, and, as described in the South Sudan case in Section 5, child labor.

Several Bank-supported projects in FCV contexts generated clusters of similar complaints between FY20 and FY23. They involved lack of information about the projects and compensation; non-payment of compensation; damage to properties, community assets, and sacred sites; and environmental impacts without consultation with affected communities.

A common factor in cases in FCV contexts was complainants' concerns about risks to their physical security and/or fear of retaliation, as well as difficulties in accessing project-grievance mechanisms—for security reasons, due to lack of awareness, or because the mechanisms were not functioning well or had not yet been established.

Insufficient supervision by Borrowers also resulted in lack of adherence to projects' environmental and social management plans. Inadequate monitoring of suppliers was another common problem, which increased the risks of child labor and of safety issues in community infrastructure.

The World Bank facilitated an array of measures to correct these issues, including compensation to affected persons, repair work, additional training for contractors and project implementing agencies for partners overseeing projects on behalf of the World Bank, community meetings to share information, arrangements for third-party monitoring, site security plans, and time-bound action plans to address systemic issues. Great care was also taken to protect complainants' confidentiality and prevent retaliation.

A majority of the projects in FCV contexts that were the subject of complaints were in early stages of implementation, and delays in hiring and making institutional arrangements contributed to the problems that arose. Some of the GRS cases brought larger issues to the World Bank's attention that required coordination with the Borrowers to ensure that appropriate resources were in place to ensure effective project implementation.

Some of the resulting solutions included project restructuring to provide more resources for environmental and social commitments; recruitment of skilled staff, backed by a reliable process for monitoring and reporting; establishment of platforms to enable communities to receive regular updates about projects; and commissioning independent audits to identify and address problems.

## Systemic solutions for better development outcomes

Complaints submitted to the GRS often raise issues that may indicate a larger systemic challenge or concern. In such cases, the process of finding solutions can lead to changes in project design and in the practices of the implementing agencies and institutions that contribute to more sustainable project outcomes overall.

For example, the GRS received multiple complaints related to land acquisition, resettlement, and compensation across the portfolio of World Bank-financed projects in Viet Nam—including 39 within a six-month period in 2022. In response, the Bank worked with the Borrower to pause land acquisition processes to assess and address the underlying causes of complaints.

The World Bank reviewed all the compensation packages in several projects in Viet Nam, identifying systemic gaps. This resulted in additional compensation to many project-affected people, not just the original complainants. Project designs were also reviewed, and the project footprints and associated land acquisition needs were reduced, so that fewer people were affected. Finally, the World Bank helped the Borrower to enhance their capacity for stakeholder engagement.

In Türkiye, where the World Bank had provided emergency financing to Turkish banks to support small and mid-size enterprises (SMEs) affected by the COVID-19 lockdown and economic downturn, a business owner filed a complaint with the GRS. Among the concerns raised were that loan information was difficult to access, and that a branch supervisor had treated her with hostility.

The World Bank task team worked with the financial intermediary (FI) implementing the project, and several training sessions were offered on transparent and accountable processes. The FI's practices were improved at all bank branches dealing with customers, resulting in greater transparency, more accessible information, and the treatment of customers with dignity and respect.

In Pakistan, the World Bank is financing several projects in Karachi, which is growing so fast in both population and footprint that municipal services cannot keep up with demand. The city is unable to equitably meet the basic needs of residents and local businesses, with major gaps in water, sewage, and waste management services, for instance. Against this backdrop, in 2018, the government initiated a series of anti-encroachment drives.

No World Bank-financed projects are in the areas where the anti-encroachment drives have occurred, but the GRS has nonetheless received at least 22 complaints about the issue. In response, the World Bank engaged with the Borrower to encourage the development of a citywide framework for resettlement and rehabilitation that is in line with international standards. If successful, this effort could enable Karachi to achieve its objectives in a more equitable and sustainable manner, and also reduce the risk of future disputes and conflicts.





## 5. CASE EXAMPLES BY REGION

### Africa: Eastern and Southern

#### South Sudan: Enhancing Community Resilience and Local Governance Project (P169949)

##### Complaint

A complainant alleged that a contractor was using child labor for construction activities; was failing to abide by the project's occupational health, safety, security, and environment standards; and was performing substandard work.

##### Resolution

The World Bank coordinated with the agency implementing the project on behalf of the Borrower to conduct an immediate site visit, and project works were temporarily suspended.

The World Bank conducted separate inspections that confirmed a supplier's use of child labor and the contractor's non-adherence to the Bank's Environmental & Social Framework (ESS2 on labor and working conditions) and requirements of the Environmental and Social Management Plan (ESMP).

At the request of the Bank, the project implementing agency issued a warning to the contractor and trained the supplier's and contractor's staff and the community to halt the use of child labor. To ensure the well-being of the children who had worked on the site, the project implementing agency coordinated with an international NGO to enable them to benefit from existing schooling and cash transfer programs operated by the NGO.

The project also hired an independent firm to assess the safety of structures built in the community by the contractor, such as a market, health centers, and schools. Corrective measures were taken by supervising engineer, including a long-term maintenance plan agreed with the Government.

Before lifting the works suspension, the project implementing agency prepared a corrective action plan that included training of the contractor; establishment of a

**Development Objective:** To improve access to basic infrastructure and to strengthen community institutions in selected counties in South Sudan.

**Board Approval Date:** August 3, 2020

**Closing Date:** July 31, 2024

**Global Practice:** Urban, Resilience and Land

**Applicable E&S Policies:** ESF

**Environmental and Social Risk:** High

grievance mechanism for workers; and ESMP monitoring once the works resumed. Subsequent missions by World Bank staff confirmed that the project had fully implemented the action plan between September and December 2022. The complainant expressed satisfaction with the actions taken and has not reported any further concerns.

Along with resolving the complainant's concerns, this case enhanced the project implementing agency's staff knowledge of the World Bank's ESF, which is important because the agency is a key partner implementing Bank-financed operations in contexts of fragility, conflict, and violence. In addition, the case enhanced community members' awareness of different aspects of World Bank standards for community work and of these workers' contribution to development projects, occupational health and safety, and other safety issues.



## Africa: Western and Central

### Cameroon: Electricity Transmission and Reform Project (P152755)

#### Complaints

Five complaints from individuals and community representatives involving the exclusion of properties from the land valuation and compensation process, low compensation, and lack of information about compensation packages.

#### Resolution

The World Bank followed up with the Borrower's Ministry of Energy and implementing agency, the project implementing agency. In coordination with the Bank, they undertook several actions to address issues raised in the complaints and to ensure that more generally, compensation commitments under the project were fulfilled.

In particular, they conducted a new census and revaluation of all properties located along the Bank-supported transmission line, which led to the inclusion of previously omitted properties in an addendum to the project's Resettlement Action Plan. They also conducted a new round of public meetings to inform community members about the project-level grievance mechanism and the compensation amounts and schedules in divisions where project work had not yet begun.

In addition, full compensation was immediately paid out to project-affected persons, including complainants living in districts where work was about to begin. The complainants confirmed that they had been paid, and the Bank also verified that implementing agency was in regular communication with other community members as it prepared their compensation payments.

Along with resolving the specific complaints, the GRS's involvement helped the Government and implementing agency to set up an effective stakeholder engagement process and improved coordination between project-interested parties and national government agencies, expediting the compensation process. The payments, in turn, helped affected people to obtain land tenure and land use rights in the places where they were relocated, and resume their income generation activities there.

**Development Objective:** To improve the capacity, efficiency, and reliability of Cameroon's national electricity transmission network.

**Board Approval Date:** December 7, 2016

**Closing Date:** November 30, 2024

**Global Practice:** Energy & Extractives

**Applicable E&S Policies:** Safeguards

**Environmental and Social Risk:**

Category A

## East Asia and the Pacific

### Lao PDR: Southeast Asia Disaster Risk Management Project (P160930)

#### Complaint

The owner of a riverside hotel filed a complaint alleging that planned construction as part of the Project would likely damage her property and trees. She also anticipated having fewer guests during construction, particularly due to the noise and dust, and requested compensation for the associated loss of business income.

#### Resolution

At the World Bank's request, the Borrower conducted additional consultations with the complainant, with the participation of the local grievance committee and village authorities. This resulted in a change in the project's technical design to shift some of the planned construction work to the opposite riverbank, minimizing the impacts of construction noise and dust on her property and business.

Subsequently, the Borrower and the complainant agreed on compensation for a limited number of trees that were still affected despite the change in project design. After the payment, the complainant confirmed that all concerns had been addressed.

**Development Objective:** To reduce the impacts of flooding in target areas and enhance the Government's capacity to provide hydro-meteorological services and disaster response.

**Board Approval Date:** July 6, 2017

**Closing Date:** December 31, 2024

**Global Practice:** Urban, Resilience, and Land

**Applicable E&S Policies:** Safeguards

**Environmental & Social Risk:** Category B



## Europe and Central Asia

### Poland: Odra–Vistula Flood Management Project (P147460)

#### Complaint

Concerns around lack of access to an existing road and associated adverse impacts on livelihood activities, due to the project's acquisition of part of the complainant's property.

#### Resolution

The World Bank task team worked with Polish Water Authorities, who were in charge of project implementation, to explore different options for restoring the complainant's road access. This required several rounds of consultations with the complainant, community members, and the local municipality. The options were reviewed for technical feasibility, and the terms of the compensation provided to the complainant were reexamined.

The World Bank task team was actively engaged throughout the process and provided feedback and guidance to encourage an amicable solution. The Borrower and the complainant were ultimately able to reach a compromise, which involved building an access road and providing additional compensation. This resolution was well received by the complainant and local village residents.

The Borrower also amended the project's Resettlement Action Plan to ensure that these changes were accurately reflected in the project documents. The complainant requested that some of the agreements related to compensation be kept confidential, and the Borrower and the Bank honored this by redacting personally identifying information.

**Development Objectives:** To increase access to flood protection for people living in selected areas of the Odra River and the Upper Vistula River basins and to strengthen the institutional capacity of the Borrower to mitigate the impact of floods more effectively.

**Board Approval Date:** July 23, 2015

**Closing Date:** June 30, 2025

**Global Practice:** Water

**Applicable E&S Policies:** Safeguards

**Environmental & Social Risk:** Category B

## Latin America and the Caribbean

### Argentina: Northwestern Road Development Corridor Project (P163115)

#### Complaint

The GRS received a complaint alleging that poorly planned and unfinished road and drainage system construction as part of the Project had resulted in flood damage to the complainants' farmland and crops, for which they sought compensation.

#### Resolution

An independent technical expert was hired to assess this case and concluded that the construction works financed by the Project had contributed to the floods that damaged the complainants' property. The expert also recommended technical solutions to prevent the recurrence of such damages. The Borrower and the complainants agreed to follow that recommendation, and the work was completed ahead of the start of the following rainy season.

Subsequently, an independent economic appraisal determined the value of the damage to the farmland and crops. The parties discussed the option of doing additional preventive work equivalent to the value of the damages, but ultimately the Borrower and the complainants agreed to monetary compensation instead. After the payments were made, the complainants expressed their appreciation for the outcome to the World Bank.

**Development Objective:** To improve connectivity and road safety along targeted road sections of the Northwestern Corridor and to support corridor development in the Northwest of Argentina.

**Board Approval Date:** December 14, 2017

**Closing Date:** March 31, 2024

**Global Practice:** Transport

**Applicable E&S Policies:** Safeguards

**Environmental & Social Risk:** Category B



## Middle East and North Africa

### Arab Republic of Egypt: Sustainable Rural Sanitation Services Program for Results (P154112)

#### Complaints

Ten separate complaints from workers and affected communities living in three governorates covered by this Program. They alleged that low-quality civil works were damaging properties and degrading local roads; raised concerns about potential health risks due to wastewater overflow from broken pipes contaminating water supplies; and said the contractors were not adhering to occupational health standards.

#### Resolution

The World Bank followed up with Egypt's Ministry of Housing, Utilities, and Urban Communities (MHUUC) and the Water Company, which oversaw the implementation of subprojects involved in the complaints. The Water Company's local coordination units in the three governorates inspected the project sites as well as local roads and the complainants' properties. They also consulted with affected communities and workers and came up with several corrective measures.

The wastewater overflow was found to be due to the degradation of the existing sewer network, which the Program intends to replace. In the interim, at the request of governorate authorities and the Water Company, the contractors worked immediately to repair broken pipes and affected houses, restore community roads, and clean up accumulated waste and debris in residential areas. The complainants expressed satisfaction with this outcome.

With respect to the occupational health and safety (OHS) complaints, the Water Company assigned independent experts to inspect the works and the contractors' operations manuals. They found that the contractors had full insurance coverage for the workers and took several steps to address other OHS concerns, arranging with the contractors to regularize working hours into shifts, add safety equipment, and create a dedicated team to supervise and report on worker incidents or grievances.

Along with protecting communities' health and safety and correcting environmental problems, this case contributed to improving outcomes in the Program by enhancing the Water Company's and local governorates' capacities to implement and monitor projects, manage social and environmental impacts, and engage with local stakeholders.

**Development Objective:** To strengthen institutions and policies for increasing access and improving rural sanitation services in selected governorates.

**Board Approval Date:** July 28, 2015

**Closing Date:** December 31, 2024

**Global Practice:** Water

**Applicable E&S Policies:** E&S Core Principles under PforR Policy

**Environmental & Social Risk:** n/a

## South Asia

### India: Jhelum and Tawi Flood Recovery Project (P154990)

#### Complaint

Safety concerns at a school due to the inadequacy of a retaining wall and increased landslide risks during construction.

#### Resolution

The World Bank's task team alerted the Borrower's Project Management Unit (PMU), which looked at the site and found a potential risk to the schoolchildren's safety, particularly because the main school building was at the foot of a slope where construction was occurring.

The PMU followed up with the contractor, who responded that it was tasked only with building new school classrooms at the higher elevation, and it was not responsible for any damage to the retaining wall protecting the main structure.

The project supervising engineers working for the Borrower determined that the wall, which was old and cracked, could not adequately protect the school building from landslides or mudslides, and the ongoing construction increased those risks. Recognizing the dangerous situation, the Borrower urgently requested that project funds be reallocated to pay to repair and reinforce the protection barrier.

The work has been completed, supervised by the PMU and technical staff, who visited the site. The complainant was satisfied with the resolution. The GRS case, which was opened in FY22, was closed in FY23.

**Development Objective:** To support recovery and increase disaster resilience in project areas and increase the capacity of the project implementing entity to respond promptly and effectively to an eligible crisis or emergency.

**Sector:** Urban, Resilience & Land

**Board Approval Date:** June 2, 2015

**Closing Date:** December 31, 2023

**Applicable E&S Policies:** Safeguards

**Environmental & Social Risk:** Category B





# 6. COMMUNICATION AND OUTREACH

## Staff training

The GRS conducted trainings for World Bank staff on GRS processes, how the GRS works with task teams, and what staff members should do if they receive a complaint. Particular attention is paid to issues of confidentiality. The trainings also present cases and lessons learned from cases in each region, providing another opportunity for the insights presented in Section 4 to inform ongoing and future work by World Bank teams worldwide.

## Cooperation with other multilateral finance institutions

During FY23, the GRS worked closely with other multilateral organizations that are setting up or consolidating their management-led grievance mechanisms, to disseminate experiences and knowledge on grievance redress. This was done through a series of information sessions, as well as at a two-day workshop with partner organizations in the Inter-American Development Bank (IADB), the International Finance Corporation (IFC), and the Multilateral Investment Guarantee Agency (MIGA) about best practices in management-led grievance redress mechanisms. In FY24, the GRS has continued these efforts with additional multilateral organizations.

In addition, in May 2023, the World Bank presented on the GRS and management-led grievance mechanisms at the Multilateral Financial Institutions Working Group on Environmental and Social Standards meeting in Thessaloniki, Greece. Participants included representatives from the IFC and MIGA, as well as the African Development Bank (AfDB), Agence Française de Développement (AFD), Asian Development Bank (ADB), Asian Infrastructure Investment Bank (AIIB), Black Sea Trade and Development Bank (BSTDB), Caribbean Development Bank (CDB), Eurasian Development Bank (EDB), European Bank of Reconstruction and Development (EBRD), European Investment Bank (EIB), Inter-American Development Bank (IADB), International Fund for Agricultural Development (IFAD), United Nations Food and Agriculture Organization (FAO), Nordic Development Fund (NDB), Nordic Environment Finance Corporation (NEFCO), and Nordic Investment Bank (NIB), among others. Following on this, EBRD and IFAD have requested deeper engagement with the GRS and to be invited to the next meeting of World Bank, IFC, MIGA, and IADB where management-led grievance mechanisms are discussed.

## GRS websites

The GRS websites play a crucial role in raising awareness of this grievance mechanism among project-affected communities and World Bank stakeholders globally. The external website provides overviews of the GRS—as a web page, in a simplified video,

and in a printable brochure—as well as case logs that are updated monthly, annual reports, and other GRS-related documents. Project-affected persons can also submit complaints directly through the website, on a form available in six languages.

In FY23, the GRS external website had a record 19,000 page views—up 30 percent from the site traffic in FY22. Downloads of key documents from the site also increased significantly. For example, the GRS case log was downloaded more than 500 times in FY23, a 40 percent increase from FY22. The GRS complaint form was downloaded 285 times, also up 40 percent from FY22.

These increases in traffic and downloads are the result of small adjustments to the site to make it easier to find on the World Bank website and through search engines, but also reflect a growing user familiarity with all the resources that the GRS site offers.



# Annex I: GRS Complaint Handling Cycle

The GRS seeks to handle complaints promptly and collaboratively, while keeping complainants updated throughout the complaint-handling cycle. The GRS process for handling complaints is set out in the World Bank's GRS Directive and GRS Procedure.<sup>9</sup> The latter was updated in 2023 to reflect additional knowledge gained through processing of cases.

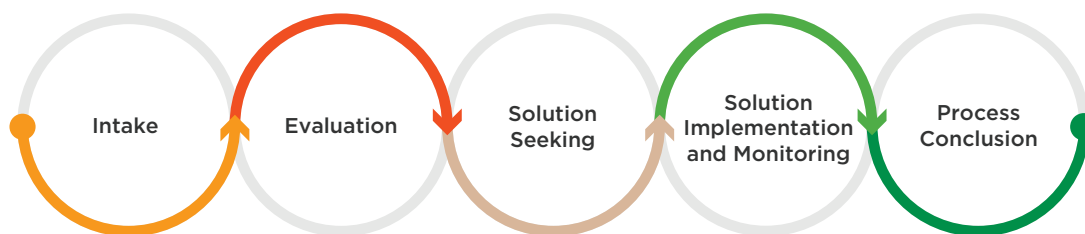
The complaint handling process consists of five phases: (i) intake and receipt of complaints; (ii) evaluation and review of the issues raised; (iii) solution-seeking and reaching agreement on the way forward; (iv) monitoring implementation of the identified solution; and (v) process conclusion with case closure. Figure A1 illustrates the process of receiving and processing complaints.

## Intake of complaints

Complaints can be submitted to the GRS directly by project-affected individuals, communities, and their designated representatives, or be referred to the GRS by World Bank staff. Direct complaints may be submitted through a complaint form available on the GRS website, which is available in six languages, or emailed to a dedicated service account, [grievances@worldbank.org](mailto:grievances@worldbank.org). Complaints can also be submitted by mailing a complaint letter to any World Bank country office or to the World Bank headquarters in Washington, D.C.

When World Bank staff receive a complaint alleging harm to people or the environment in relation to a World Bank-supported project, they are required to promptly notify the GRS and refer the complaint within 10 business days of receipt, in accordance with the Bank Procedure. This referral process helps ensure that all complaints from project-affected people, regardless of how they are received, are assessed and tracked appropriately.

**FIGURE A1.** GRS Complaint Handling Process



<sup>9</sup> See links at the bottom of the GRS website: <https://www.worldbank.org/grs>.

All complaints received by the GRS, either directly or via referral, are recorded in the GRS case management system and undergo a preliminary intake assessment. Some complaints are deemed inadmissible at this stage because they are anonymous, frivolous in nature, or outside the mandate of the GRS. Complaints regarding matters already assessed by the GRS are also deemed inadmissible in the absence of new facts or compelling evidence to revisit the complaint.

Many complaints that fall outside the GRS mandate are referred to other World Bank units. For example, complaints related to fraud and corruption are referred to the Integrity Vice Presidency (INT), and complaints related to bidding and procurement processes are referred to the procurement unit in the Operations Policy and Country Services Vice-Presidency (OPCS).

The GRS also does not handle issues pertaining to employment or the pursuit of employment with the World Bank, or complaints about projects financed by the International Finance Corporation (IFC) or the Multilateral Investment Guarantee Agency (MIGA).

## Complaint evaluation

There are three criteria that must be met for a complaint to be considered admissible for further processing by the GRS:

- It relates to a World Bank-supported project that is under preparation, is active, or has been closed for less than 15 months.
- It was submitted by individuals or communities affected by the World Bank-supported project (or their authorized representative).
- It alleges that the complainants have been or will be affected by the World Bank-supported project.

Each complaint is carefully evaluated to determine whether it raises environmental and/or social concerns that fall within the GRS mandate. This assessment may include a review of relevant project information and documentation, a request for further information from the complainant or relevant World Bank task team, and meetings with the World Bank management and staff responsible for supervising the project. At the conclusion of the evaluation phase, the GRS determines whether the complaint is admissible or inadmissible and identifies potential next steps.

In evaluating each complaint, the GRS forms an independent and reasoned view regarding the issues raised. The GRS also examines the potential for collaborative resolution of the issues raised and initiates the solution-seeking process accordingly.

## Seeking solutions

The GRS collaborates with World Bank task teams to resolve complaints that have been deemed admissible. Depending on the nature of the issues raised, various approaches can be used in resolving grievances, such as through:

**Ensuring dissemination of information:** The GRS helps ensure that the complainants have access to relevant information about the project, its risks and impacts, and related mitigation measures.

**Promoting fact finding:** The GRS supports a fact-finding process on the issues raised in the complaint. The GRS facilitates exchanges with complainants and World Bank task teams and any requests for additional information, and Bank teams in turn work with the Borrower to better understand and address the concerns related to the complaint.

**Facilitating dialogue and negotiation:** Together with World Bank task teams and relevant Bank units, the GRS facilitates dialogue between complainants and the Borrower with the objective of arriving at an effective and sustainable solution through negotiation and agreement.

**Establishing a mediation process:** When a dispute between the parties may benefit from mediation or dispute resolution, the GRS establishes a process for engaging qualified experts who can help achieve mutually agreeable solutions to the concerns raised.

## Monitoring and closing cases

A case is typically closed when a complainant agrees to the actions proposed to address the complaint, and those actions are implemented satisfactorily. The GRS monitors implementation of the agreed actions and closes the case only when the necessary actions have been completed. Documentation or other means of verification are required. If actions are not carried out as agreed, the GRS engages with the parties involved until further progress toward resolution of the concerns is no longer possible.

A case may also be closed when a complaint cannot be resolved through the process outlined in the GRS Procedure,<sup>10</sup> in which case the GRS informs the complainant of the reasons for closing the case.

## Confidentiality

The GRS is committed to respecting the privacy and confidentiality of complainants in case management and personal data handling. Under its confidentiality protocol, the GRS treats all complaints as confidential, unless complainants provide consent to the disclosure of their personal data to the Borrower or relevant third parties (e.g. contractors). This means the GRS will not share the complainants' identity or identifiable information with any external person without the complainants' written authorization. The GRS personal data privacy notice is published on the GRS website and shared with complainants upon receipt of new complaints.

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<sup>10</sup>In particular, the GRS Procedure allows for cases to be closed when all reasonable efforts to reach an agreement have been exhausted; the World Bank's due diligence verifies that the issues raised have been handled in accordance with applicable environmental and social requirements; and/or the complaint-specific issues have been addressed (broader issues may continue to be followed up by the task team). Cases may also be closed when the complainants' lack of response impedes further case processing.

## Annex II: Fiscal Year 2023 Complaints Register

Note: This log omits a small share of complaints received by the Grievance Redress Service, as this was deemed necessary to protect the identity of complainants.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1984	05-29-2023	Albania	ECA	Integrated Urban and Tourism Development Project	P155875	Urban, Resilience and Land	Direct complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate stakeholder engagement and land acquisition.
FY23-GRS-1489	07-19-2022	Algeria	MNA	Low Income Housing Project	P042940	Urban, Resilience and Land	Direct complaint	Other Operations Matters	Safeguards	Inadmissible	Claim for project benefits. The project had been closed for more than 15 months, and the GRS no longer had a mandate to process the complaint.
FY23-GRS-1469	07-11-2022	Argentina	LCR	Flood Risk Management Support Project for the City of Buenos Aires	P145686	Water	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) adverse environmental and social impacts on a public park due to planned project activities, and (ii) inadequate stakeholder consultations and information disclosure. Issues raised in the complaint were resolved.
FY23-GRS-1495	07-15-2022	Argentina	LCR	Flood Risk Management Support Project for the City of Buenos Aires	P145686	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) adverse environmental and social impacts on a public park due to planned project activities, and (ii) inadequate stakeholder consultations and information disclosure. Issues raised in the complaint were resolved.
FY23-GRS-1511	08-02-2022	Argentina	LCR	Flood Risk Management Support Project for the City of Buenos Aires	P145686	Water	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of inadequate information disclosure and stakeholder consultations, and lack of relevant environmental impact studies by the project. However, activities mentioned in complaint were not financed by a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1512	08-02-2022	Argentina	LCR	Flood Risk Management Support Project for the City of Buenos Aires	P145686	Water	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of inadequate stakeholder consultations and information disclosure by the project, and lack of relevant environmental impact studies. However, activities mentioned in complaint were not financed by a World Bank-supported project.
FY23-GRS-1552	08-23-2022	Argentina	LCR	Supporting Effective Universal Health Coverage Project	P163345	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1989	05-29-2023	Argentina	LCR	Northwestern Road Development Corridor Project	P163115	Transport	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) disrupted access to drinking water due to incomplete project road works, and (ii) community health concerns related to unsafe water supply in the meantime.
FY23-GRS-1998	06-08-2023	Argentina	LCR	Salado Integrated River Basin Management Support Project	P161798	Water	Direct complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of adverse impact on the complainant's land as a result of project water management activities. Alleged impacts did not relate to a World Bank-supported project.
FY23-GRS-1566	08-31-2022	Bangladesh	SAR	Operation for Supporting Rural Bridges Project	P161928	Transport	Task Team	Other Operations Matters	Program for Results	Inadmissible	Concerns related to the quality of project construction works. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1675	11-08-2022	Bangladesh	SAR	National Agricultural Technology Program - Phase II Project	P149553	Agriculture and Food	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1703	11-24-2022	Bangladesh	SAR	Second Rural Transport Improvement Project	P123828	Transport	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of adverse impacts of the project. However, the complainant remained anonymous, so the complaint did not meet the admissibility criteria in the GRS Procedure. Task team was asked to follow up on the concerns raised.
FY23-GRS-1729	12-13-2022	Bangladesh	SAR	Safety Net Systems for the Poorest Project	P132634	Social Protection & Jobs	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1733	12-22-2022	Bangladesh	SAR	Urban Resilience Project	P149493	Urban, Resilience and Land	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1737	12-27-2022	Bangladesh	SAR	Regional Connectivity Project 1	P154580	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1764	01-22-2023	Bangladesh	SAR	Enhancement and Strengthening of Power Transmission Network in Eastern Region Project	P159974	Energy & Extractives	Direct complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1804	02-18-2023	Bangladesh	SAR	National Agricultural Technology Program - Phase II Project	P149553	Agriculture and Food	Direct complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1863	03-24-2023	Bangladesh	SAR	Resilience, Entrepreneurship and Livelihood Improvement Project	P175820	Agriculture and Food	IFC	Environmental & Social Issues	ESF	Solution Phase	Concerns by related to project work environment.
FY23-GRS-1987	05-28-2023	Bangladesh	SAR	South Asia Plastic free River and Seas Project	P171269	Environment, Natural Resources & the Blue Economy	Direct complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-2020	06-20-2023	Bangladesh	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Allegations of land acquisition without notice or compensation and road safety risks. However, the concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1724	12-12-2022	Benin	AFW	Small Town Water Supply and Urban Septage Management Project	P156738	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of a project contractor's unauthorized use of private lands. Issues raised in the complaint were resolved.
FY23-GRS-1744	01-05-2023	Benin	AFW	West Africa Coastal Areas Resilience Investment Project	P162337	Environment, Natural Resources & the Blue Economy	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) delays in compensation of project-affected persons, (ii) displacement from fisheries site(s) without alternatives for sustaining relevant income generation activities, and (iii) inadequate assessment of the potential adverse impacts on communities.
FY23-GRS-1901	04-26-2023	Bolivia	LCR	Santa Cruz Road Corridor Connector Project (San Ignacio - San Jose)	P152281	Transport	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Concerns related to project workers' labor conditions. No written complaint was submitted, however, as required by the GRS Procedure, so the matter was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1838	03-15-2023	Bosnia and Herzegovina	ECA	Not Related to a World Bank-Supported Project	N/A	N/A	Direct complaint	Ethics & Business Conduct	N/A	Inadmissible	Complaint raised ethics-related concerns and was referred to the Ethics and Business Conduct Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-2008	06-14-2023	Botswana	AFE	Emergency Water Security and Efficiency Project	P160911	Water	Direct complaint	Other Operations Matters	Safeguards	Inadmissible	Allegations of unfair and unlawful dismissal from employment. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1588	09-23-2022	Brazil	LCR	Improving Water Service Access and Security in the Metropolitan Region of Sao Paulo Project	P165695	Water	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1849	03-20-2023	Brazil	LCR	Espirito Santo Integrated Sustainable Water Management Project	P130682	Water	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of non-payment of compensation for easement rights for the project's passage of a sewerage pipe through the complainant's land. Issues raised in the complaint were resolved.
FY23-GRS-1978	05-22-2023	Brazil	LCR	Green, Resilient and Inclusive Regeneration of the Central Area of Porto Alegre Project	P178072	Urban, Resilience and Land	INT	Other Operations Matters	ESF	Inadmissible	Concerns related to the methodology used to collect information under the project. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1589	09-27-2022	Burkina Faso	AFW	Education Access and Quality Improvement Project	P148062	Education	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1780	02-02-2023	Burkina Faso	AFW	Community-Based Recovery and Stabilization Project for the Sahel	P173830	Social Sustainability and Inclusion	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns related to project employment matters. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1803	02-17-2023	Burkina Faso	AFW	Emergency Local Development and Resilience Project	P175382	Transport	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1574	09-14-2022	Burundi	AFE	AFR RI-Regional Rusumo Falls Hydroelectric Project	P075941	Energy & Extractives	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1835	03-08-2023	Burundi	AFE	Skills for Jobs: Women and Youth Project	P164416	Education	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1468	07-09-2022	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Claims for fair compensation for project acquisition of complainant's property and for loss of rental income. Issues raised in the complaint were resolved.
FY23-GRS-1508	07-29-2022	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of project's exclusion of the complainants' properties from the valuation and compensation process. Issues raised in the complaint were resolved.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1575	09-15-2022	Cameroon	AFW	Rural Electricity Access for Underserved Regions Region Project	P163881	Energy & Extractives	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1668	11-02-2022	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1683	11-12-2022	Cameroon	AFW	Railway Concession Project	P054786	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of possible involuntary resettlement of project-affected people, as well as damage to private property. However, the project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1685	11-10-2022	Cameroon	AFW	Nachtigal Hydropower Project	P157734	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of wrongful termination by a project subcontractor.
FY23-GRS-1695	11-15-2022	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1710	12-02-2022	Cameroon	AFW	Nachtigal Hydropower Project	P157734	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of exclusion of affected sand miners and fishmongers from the census of affected people to be compensated.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1749	01-11-2023	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Claim for inclusion on the list of persons to be affected by project's transmission line in order to be able to receive cash compensation.
FY23-GRS-1750	01-11-2023	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of lack of stakeholder engagement and information disclosure on the compensation process for land to be affected by passage of project's transmission line.
FY23-GRS-1759	01-13-2023	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegation of inadequate working conditions.
FY23-GRS-1778	02-01-2023	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Concerns about delays in payment of compensation for properties and crops to be affected by project construction works, even as the start of the works was imminent.
FY23-GRS-1785	02-07-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	INT	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1791	02-09-2023	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of delays in payment of compensation for project land acquisition. Issues raised in the complaint were resolved.
FY23-GRS-1802	02-17-2023	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of low compensation for project acquisition of the complainant's property.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1837	03-13-2023	Cameroon	AFW	Nachtigal Hydropower Project	P157734	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of adverse impacts of project construction on communities, including exclusion of project-affected persons from the census for compensation, loss of livelihoods, and incomplete relocation of a sacred site. The complainant withdrew the complaint.
FY23-GRS-1846	03-17-2023	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) the project contractor's non-compliance with the technical specifications of the contract in the execution of project construction works, and (ii) unfair dismissal of project staff.
FY23-GRS-1888	04-17-2023	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of i) inadequate compensation offered by project for acquisition of the complainant's terrace, and ii) damage to part of complainant's property due to water stagnation resulting from incomplete project works.
FY23-GRS-1889	04-17-2023	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Compensation claims for the project contractor's use of the Complainant's land and damage due to water overflow to the area used for storage of building materials.
FY23-GRS-1895	04-18-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1909	04-30-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1911	04-30-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1912	04-30-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1913	04-30-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1914	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1915	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1917	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1918	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1919	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1920	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1921	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1922	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1923	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1924	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1925	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1926	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1927	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1928	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1929	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1930	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1932	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1933	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1934	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1935	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1936	05-01-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1937	05-02-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1938	05-02-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1939	05-02-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1940	05-02-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1941	05-02-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1942	05-02-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1943	05-03-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1945	05-05-2023	Cameroon	AFW	Electricity Transmission and Reform Project	P152755	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of low compensation for project acquisition of the complainant's property.
FY23-GRS-1958	05-09-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1959	05-09-2023	Cameroon	AFW	Health System Performance Reinforcement Project	P156679	Health, Nutrition & Population	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1970	05-12-2023	Cameroon	AFW	Privatization and Private Sector Technical Assistance Project	P041553	Finance, Competitiveness and Innovation	Direct complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of adverse impact as a result of project activities. However, the project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1994	06-05-2023	Cameroon	AFW	Lom Pangar Hydropower Project	P114077	Energy & Extractives	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting, and the project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint.
FY23-GRS-1996	06-06-2023	Cameroon	AFW	Transport Sector Development Project	P150999	Transport	INT	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns, which were referred to the World Bank task team for follow-up.
FY23-GRS-2010	06-12-2023	Cameroon	AFW	Inclusive and Resilient Cities Development Project	P156210	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations that the project demolished part of the complainant's property and did not pay compensation in a timely manner.
FY23-GRS-1664	10-27-2022	Central African Republic	AFW	Regional Disease Surveillance Systems Enhancement Project - Phase IV	P167817	Health, Nutrition & Population	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1916	05-03-2023	Central African Republic	AFW	Emergency Infrastructure and Connectivity Recovery Project	P176450	Transport	Direct complaint	Environmental & Social Issues	ESF	Solution Phase	Road safety concerns due to the allegedly substandard rehabilitation works carried out by the project contractor.
FY23-GRS-1899	04-24-2023	Chad	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	Direct complaint	Not Related to World Bank Group	N/A	Inadmissible	Concerns related to the operations of a multinational company. Concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1473	07-14-2022	China	EAP	Forest Ecosystem Improvement in the Upper Reaches of Yangtze River Basin Program	P164047	Environment, Natural Resources & the Blue Economy	INT	Environmental & Social Issues	Program for Results	Inadmissible	Allegations of environmental impacts by the project. However, the alleged impacts were not related to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1505	07-27-2022	China	EAP	Sichuan Water Supply and Sanitation Private Public Project	P168025	Water	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1657	10-20-2022	China	EAP	Jiangxi Eco-industrial Parks Project	P158079	Urban, Resilience and Land	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1506	07-27-2022	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of delays in payment of compensation for resettlement of a tenant. Issues raised in the complaint were resolved.
FY23-GRS-1531	08-11-2022	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of delays in compensation for a property to be acquired by the project. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1542	08-18-2022	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) delays in payment of compensation for acquisition of a property by the project, (ii) loss of rental income due to such delays, and (iii) inadequate handling of the property acquisition process and communication by the project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1582	09-21-2022	Colombia	LCR	Rio Bogota Environmental Recuperation and Flood Control Project	P111479	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of excessive noise and odors beyond permissible levels, as well as adverse impacts on community health and wildlife due to the inefficient operation of a wastewater treatment plant by the project.
FY23-GRS-1584	09-23-2022	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Solution Phase	Complainant alleged that due to delays in payment of compensation for the resettlement of a business that had leased a property acquired by the project, they had been unable to reestablish the business.
FY23-GRS-1594	09-28-2022	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of delays in compensation for the resettlement of a business by the project, as well as economic impacts resulting from the delays. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1607	09-30-2022	Colombia	LCR	Support to the National Urban Transit Program Project	P117947	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of low compensation and undervaluation of property acquired by the project. However, the project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1649	10-13-2022	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) low compensation for the resettlement of a business under the project, and (ii) delays in the Borrower's response to the complainant's appeal of the compensation offer. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1828	03-06-2023	Colombia	LCR	Rio Bogota Environmental Recuperation and Flood Control Project	P111479	Water	Direct complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of the destruction of habitats of endangered species and the extinction of bird subspecies due to project works in protected areas. However, alleged impacts were not related to a World Bank-supported project.
FY23-GRS-1840	03-16-2023	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of delays in payment of compensation for project acquisition of the complainants' property, as well as lack of information regarding compensation for outstanding rental payments by the property's tenants. Issues raised in the complaint were resolved.
FY23-GRS-2019	06-19-2023	Colombia	LCR	Support to the Bogota Metro Line 1 Section 1 Project - (Series 1)	P165300	Transport	Direct complaint	Environmental & Social Issues	Safeguards	Evaluation	Allegations of (i) delays in payment of compensation for acquisition of the complainant's property by the project, and (ii) lack of implementation of agreed measures to restore livelihood, resulting in financial hardship.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1494	07-25-2022	Congo, Democratic Republic of	AFE	Great Lakes Trade Facilitation and Integration Project	P174814	Finance, Competitiveness and Innovation	Task Team	Environmental & Social Issues	ESF	Inadmissible	Concerns about involuntary resettlement process. The alleged issues were not related to a World Bank-supported project.
FY23-GRS-1563	08-31-2022	Congo, Democratic Republic of	AFE	Eastern Recovery Project	P145196	Social Protection & Jobs	INT	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1665	11-02-2022	Congo, Democratic Republic of	AFE	Strengthening Hydro-Meteorological and Climate Services Project	P159217	Urban, Resilience and Land	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1741	12-28-2022	Congo, Democratic Republic of	AFE	Great Lakes Trade Facilitation and Integration Project	P174814	Finance, Competitiveness and Innovation	INT	Environmental & Social Issues	ESF	Inadmissible	Allegations of the project's encroachment on private property. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1781	02-03-2023	Congo, Democratic Republic of	AFE	Eastern Recovery Project	P145196	Social Protection & Jobs	INT	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1783	02-04-2023	Congo, Democratic Republic of	AFE	SME Development and Growth Project	P160806	Finance, Competitiveness and Innovation	Direct complaint	Other Operations Matters	Safeguards	Inadmissible	Allegations of non-disbursement of a project grant. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1908	04-29-2023	Congo, Democratic Republic of	AFE	Second Additional Financing to the Eastern Recovery Project	P171821	Social Protection & Jobs	Direct complaint	Other Operations Matters	ESF	Inadmissible	Concerns around the project's selection and management of community enterprises to support community development activities. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1967	05-12-2023	Congo, Democratic Republic of	AFE	Empowering Women Entrepreneurs and Upgrading MSMEs for Economic Transformation and Jobs Project	P178176	Finance, Competitiveness and Innovation	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2004	06-07-2023	Congo, Democratic Republic of	AFE	Kinshasa Multisector Development and Urban Resilience Project	P171141	Urban, Resilience and Land	Direct complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-2007	06-12-2023	Congo, Democratic Republic of	AFE	Gender Based Violence Prevention and Response Project	P166763	Social Sustainability and Inclusion	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1816	02-23-2023	Congo, Republic of	AFW	Digital Acceleration Project	P175592	Digital Development	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1861	03-24-2023	Congo, Republic of	AFW	COVID-19 Emergency Response Project	P173851	Health, Nutrition & Population	Direct complaint	Environmental & Social Issues	ESF	Closed	Concerns by Project staff related to their work environment. Issues raised in the complaint were resolved.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1904	04-26-2023	Congo, Republic of	AFW	Emission Reductions Program in Sangha and Likouala	P163361	Environment, Natural Resources & the Blue Economy	Direct complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns around candidates' selection for participation in the project's Emissions Reduction Program. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1964	05-15-2023	Congo, Republic of	AFW	Harmonizing and Improving Statistics in West and Central Africa - Series of Projects 1	P178497	Poverty and Equity	INT	Other Operations Matters	ESF	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1748	12-29-2022	Costa Rica	LCR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct complaint	IFC Related	N/A	Inadmissible	Allegations of negative impacts of project construction works on the community. However, alleged impacts were not related to a World Bank-supported project.
FY23-GRS-1669	10-04-2022	Cote d'Ivoire	AFW	Not Related to a World Bank-Supported Project	N/A	N/A	Task Team	Not Related to World Bank Group	N/A	Inadmissible	Allegations of lack of project-related information, and concerns related to project planning. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1844	03-17-2023	Cote d'Ivoire	AFW	Urban Resilience and Solid Waste Management Project	P168308	Urban, Resilience and Land	Direct complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1875	04-06-2023	Cote d'Ivoire	AFW	Abidjan Urban Mobility Project	P167401	Transport	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of possible land acquisition and demolition of private properties. The alleged issues were not related to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1968	05-15-2023	Cote d'Ivoire	AFW	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Allegations of imminent eviction and demolition of properties without compensation. The concerns raised did not relate to a World Bank-supported project.
FY23-GRS-2014	06-13-2023	Cote d'Ivoire	AFW	Greater Abidjan Port City Integration Project	P159697	Transport	INT	Environmental & Social Issues	Safeguards	Solution Phase	Concerns about delays in payment of compensation following project's acquisition of the complainant's property.
FY23-GRS-1485	07-19-2022	Dominica	LCR	Third Phase Disaster Vulnerability Reduction Project	P129992	Urban, Resilience and Land	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1643	10-12-2022	Dominica	LCR	Third Phase Disaster Vulnerability Reduction Project	P129992	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of damage to the community's water systems and interruption of water supply as a result of project construction works. Issues raised in the complaint were resolved.
FY23-GRS-1799	02-16-2023	Dominica	LCR	Third Phase Disaster Vulnerability Reduction Project	P129992	Urban, Resilience and Land	Direct complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1579	09-19-2022	Ecuador	LCR	Ibarra Transport Infrastructure Improvement Project	P147280	Transport	Task Team	Other Operations Matters	Safeguards	Inadmissible	Concerns related to project planning and financing. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1692	11-17-2022	Ecuador	LCR	Ibarra Transport Infrastructure Improvement Project	P147280	Transport	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) lack of information disclosure, and (ii) adverse economic and social impacts from restrictions on land use due to potential project construction works.
FY23-GRS-1843	03-16-2023	Ecuador	LCR	Quito Metro Line One Project	P144489	Transport	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) low compensation below replacement cost for partial acquisition of a property by the project, and (ii) lack of information disclosure on the compensation process.
FY23-GRS-1985	05-29-2023	Ecuador	LCR	Strengthening the National Statistical System in Ecuador Project	P178564	Poverty and Equity	Direct Complaint	Environmental & Social Issues	ESF	Solution Phase	Allegations of (i) discriminatory design of the project's census methodology, (ii) lack of consultations with Indigenous communities on categorization changes to the census questionnaire, and (iii) lack of information disclosure to these communities on the census process and timeline.
FY23-GRS-1525	08-07-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Inadmissible	Allegations of substandard works carried out by the project contractor. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1530	08-11-2022	Egypt, Arab Republic of	MNA	Strengthening Social Safety Net Project	P145699	Social Protection & Jobs	Task Team	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1557	08-26-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	INT	Environmental & Social Issues	Program for Results	Closed	Allegations of damage to private property and potential adverse health and safety impacts on residents due to alleged substandard works carried out by the project contractor. However, alleged impacts were not related to a World Bank-supported project.
FY23-GRS-1570	09-07-2022	Egypt, Arab Republic of	MNA	Upper Egypt Local Development Program for Results	P157395	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Program for Results	Closed	Concerns around community safety and occupational health conditions due to alleged non-compliance with the required construction standards. Issues raised in the complaint were resolved.
FY23-GRS-1591	09-27-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Closed	Allegations of sewage leakage into private properties, due to substandard quality of works carried out by the contractor on the sewerage network. Issues raised in the complaint were resolved.
FY23-GRS-1592	09-28-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	INT	Environmental & Social Issues	Program for Results	Inadmissible	Allegations of substandard quality of works carried out by the contractor on the sewerage network. Concerns raised were not related to the World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1642	10-12-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	INT	Environmental & Social Issues	Program for Results	Closed	Allegations of potential harm from diversion of the sewage line by the project contractor without prior notice and its passage through agricultural land and water canal. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1661	10-26-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	INT	Environmental & Social Issues	Program for Results	Closed	Allegations of safety risks due to substandard works on the sewerage system under the project. Issues raised in the complaint were resolved.
FY23-GRS-1671	11-05-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Solution Phase	Allegations of damage to private property due to excavation work for the project.
FY23-GRS-1691	11-16-2022	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Closed	Allegations of non-adherence to occupational health and safety and environmental standards by the project contractor. Complainant did not indicate any harm suffered or likely to be suffered as a result of the project.
FY23-GRS-1775	01-28-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Closed	Allegations of substandard works carried out the project contractor, causing sewage overflow in the area. Alleged impacts were not related to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1787	02-07-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	INT	Environmental & Social Issues	Program for Results	Closed	Allegations of adverse environmental, health, and safety impacts due to sewage overflow as a result of substandard project works carried out by the contractor on the sewage network. Issues raised in the complaint were resolved.
FY23-GRS-1794	02-14-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Closed	Allegations of sewage overflow into private properties, due to substandard quality of works on the sewage network. Issues raised in the complaint were resolved.
FY23-GRS-1852	03-22-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Other Operations Matters	Program for Results	Inadmissible	Concerns around the relocation of sanitation pipes by the project. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1866	03-29-2023	Egypt, Arab Republic of	MNA	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Allegations of a contractor's non-compliance with labor law. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1903	04-23-2023	Egypt, Arab Republic of	MNA	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Concerns about lining of an irrigation canal. The concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1976	05-19-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Solution Phase	Allegations of inadequate occupational, health, and safety measures by the project contractor.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1997	06-07-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Intake	Allegation that project failed to connect the complainant's house to the sewerage network.
FY23-GRS-1999	06-08-2023	Egypt, Arab Republic of	MNA	Sustainable Rural Sanitation Services Program for Results	P154112	Water	Direct Complaint	Environmental & Social Issues	Program for Results	Intake	Allegation that project failed to connect the complainant's house to the sewerage network.
FY23-GRS-1503	07-27-2022	Ethiopia	AFE	Transport Sector Support Project	P117731	Transport	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of adverse environmental and social impacts from project-supported civil works. Project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1585	09-23-2022	Ethiopia	AFE	Competitiveness and Job Creation Project	P143302	Finance, Competitiveness and Innovation	Task Team	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1712	12-03-2022	Ethiopia	AFE	Second Agricultural Growth Project	P148591	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1823	03-02-2023	Ethiopia	AFE	Transport Systems Improvement Project	P151819	Transport	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of project demolition of business structures without adequate notice or compensation.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1855	03-22-2023	Ethiopia	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Allegations of non-compliance with occupational health and safety standards at a project site. The concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1864	03-26-2023	Ethiopia	AFE	Transport Systems Improvement Project	P151819	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1957	05-10-2023	Ethiopia	AFE	Transport Systems Improvement Project	P151819	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1969	05-18-2023	Ethiopia	AFE	Lowlands Livelihood Resilience Project	P164336	Agriculture and Food	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1988	05-28-2023	Ethiopia	AFE	Not Related to a World Bank-supported project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of human rights violations against the complainant's community. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1971	05-19-2023	Gambia, The	AFW	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Allegations of non-payment of salary. However, concerns raised did not relate to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1731	12-19-2022	Georgia	ECA	Kakheti Connectivity Improvement Project	P173782	Transport	Direct Complaint	Environmental & Social Issues	ESF	Solution Phase	Allegations of (i) low compensation for project land acquisition, and (ii) potential adverse health and safety impacts and potential structural instability of the complainant's house due to project construction works.
FY23-GRS-1841	03-16-2023	Ghana	AFW	Greater Accra Metropolitan Area Sanitation and Water Project	P119063	Water	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of inadequate public consultations and potential adverse environmental impacts due to project construction of a sanitation facility near a residential area. Issues raised in the complaint were resolved.
FY23-GRS-1955	05-10-2023	Ghana	AFW	Productive Safety Net Project	P164603	Social Protection & Jobs	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2022	06-22-2023	Ghana	AFW	Jobs and Skills Project	P166996	Social Protection & Jobs	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns raised about the project's training program. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1972	05-19-2023	Guatemala	LCR	Dedicated Grant Mechanism for Indigenous Peoples and Local Communities Project	P170391	Social Sustainability and Inclusion	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's governance structure. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1662	10-25-2022	Guinea	AFW	Rural Mobility and Connectivity Project	P164543	Transport	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1650	10-14-2022	Honduras	LCR	Tegucigalpa Water Supply Strengthening Project	P170469	Water	Task Team	Environmental & Social Issues	ESF	Inadmissible	Allegations of adverse impacts of the project, and lack of inadequate public consultations. Complaint was not processed further due to a lack of additional information, in accordance with the GRS Procedure.
FY23-GRS-1651	10-14-2022	Honduras	LCR	Urban Water Supply Strengthening Project	P173125	Water	Task Team	Environmental & Social Issues	ESF	Inadmissible	Allegations of adverse impacts of the project, and inadequate public consultations. Complaint was not processed further due to a lack of additional information, in accordance with the GRS Procedure.
FY23-GRS-1753	01-12-2023	Honduras	LCR	Tropical Cyclones Eta and Iota Emergency Recovery Project	P175977	Urban, Resilience and Land	Task Team	Other Operations Matters	ESF	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1766	01-24-2023	Honduras	LCR	Tropical Cyclones Eta and Iota Emergency Recovery Project	P175977	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	ESF	Solution Phase	Concerns by Project staff related to their work environment.
FY23-GRS-1829	03-07-2023	Honduras	LCR	Integrating Innovation for Rural Competitiveness Project	P168385	Agriculture and Food	Direct Complaint	Environmental & Social Issues	Safeguards	Evaluation	Concerns by Project staff related to their work environment.
FY23-GRS-1830	03-08-2023	Honduras	LCR	Water Security in the Dry Corridor of Honduras Project	P169901	Water	Direct Complaint	Environmental & Social Issues	ESF	Evaluation	Concerns by Project staff related to their work environment.
FY23-GRS-1831	03-08-2023	Honduras	LCR	Corredor Seco Food Security Project	P148737	Agriculture and Food	Direct Complaint	Environmental & Social Issues	Safeguards	Evaluation	Concerns by Project staff related to their work environment.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1467	07-07-2022	India	SAR	Jhelum and Tawi Flood Recovery Project	P154990	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of road safety risks due to dilapidated condition of a road, as a result of substandard works carried out by the contractor.
FY23-GRS-1472	07-09-2022	India	SAR	Jhelum and Tawi Flood Recovery Project	P154990	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Road safety concerns related to the dilapidated condition of a road, allegedly due to substandard works carried out by the contractor. Issues raised in the complaint were resolved.
FY23-GRS-1474	07-11-2022	India	SAR	Second National Ganga River Basin Project	P169111	Water	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of pollution as a result of project activities. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1477	07-19-2022	India	SAR	West Bengal Inland Water Transport, Logistics and Spatial Development Project	P166020	Urban, Resilience and Land	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1481	07-19-2022	India	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Concerns around the World Bank's support of COVID-19 activities. However, the specific concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1487	07-19-2022	India	SAR	Chhattisgarh Inclusive Rural and Accelerated Agriculture Growth Project	P170645	Agriculture and Food	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1492	07-21-2022	India	SAR	National Ganga River Basin Project	P119085	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Complainant alleged that (i) a sewage treatment plant and sewage pumping station were built and operated within a prohibited, ecologically sensitive zone, and (ii) pollution was occurring during rainy seasons due to the low height of the sewage treatment plant's drains. Issues raised in the complaint were resolved.
FY23-GRS-1502	07-27-2022	India	SAR	Tamil Nadu Irrigated Agriculture Modernization Project	P158522	Agriculture and Food	INT	Other Operations Matters	Safeguards	Inadmissible	Allegations of non-payment of stipends by the project. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1504	07-28-2022	India	SAR	Jharkhand Power System Improvement Project	P162086	Energy & Extractives	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1517	08-04-2022	India	SAR	Jharkhand Opportunities for Harnessing Rural Growth Project	P158798	Agriculture and Food	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1522	08-05-2022	India	SAR	First Resilient Kerala Program Development Policy Operation	P169907	Urban, Resilience and Land	IFC	Environmental & Social Issues	Program for Results	Inadmissible	Allegations of negative impact of the project's operations on mangroves and wetland area, and concerns of potential impacts on livelihoods. However, alleged impacts were not related to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1577	09-19-2022	India	SAR	Uttarakhand Public Financial Management Strengthening Project	P166923	Governance	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1677	11-09-2022	India	SAR	Rajasthan State Highways Development Program II	P157141	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1681	11-14-2022	India	SAR	West Bengal Inland Water Transport, Logistics and Spatial Development Project	P166020	Urban, Resilience and Land	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1701	11-25-2022	India	SAR	Uttarakhand Disaster Recovery Project	P146653	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of damage to the complainant's agricultural land from river water diverted to his land due to project construction works. Issues raised in the complaint were resolved.
FY23-GRS-1707	12-02-2022	India	SAR	Rajasthan State Highways Development Program II	P157141	Transport	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of low compensation for project acquisition of the complainant's agricultural land and adverse impacts on his livelihood.
FY23-GRS-1711	12-02-2022	India	SAR	Rajasthan State Highways Development Program II	P157141	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1718	12-05-2022	India	SAR	Second Kerala State Transport Project	P130339	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1722	12-08-2022	India	SAR	Rajasthan State Highways Development Program II	P157141	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1735	12-24-2022	India	SAR	National Hydrology Project	P152698	Water	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1738	01-03-2023	India	SAR	Second Gujarat State Highway Project	P114827	Transport	Direct Complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of road safety risks due to project construction works. However, the project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1745	01-09-2023	India	SAR	Uttarakhand Water Supply Program for Peri Urban Areas Project	P158146	Water	INT	Environmental & Social Issues	Program for Results	Inadmissible	Allegations of poor quality of works on a water pipeline constructed by the project. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1771	01-26-2023	India	SAR	National Agricultural Higher Education Project	P151072	Agriculture and Food	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1819	02-27-2023	India	SAR	Strengthening Teaching-Learning And Results for States Project	P166868	Education	Direct Complaint	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1847	03-20-2023	India	SAR	Tamil Nadu Rural Transformation Project	P157702	Agriculture and Food	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1851	03-21-2023	India	SAR	The Resilient Kerala Program	P174778	Urban, Resilience and Land	Direct Complaint	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1856	03-22-2023	India	SAR	Green National Highways Corridor Project	P167350	Transport	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of non-payment of compensation for project demolition of a private structure. Issues raised in the complaint were resolved.
FY23-GRS-1859	03-23-2023	India	SAR	Assam Agribusiness and Rural Transformation Project	P155617	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1876	04-06-2023	India	SAR	Assam Resilient Rural Bridges Program	P178581	Transport	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1896	04-24-2023	India	SAR	Skills Strengthening for Industrial Value Enhancement Operation	P156867	Education	Direct Complaint	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1952	05-09-2023	India	SAR	West Bengal Electricity Distribution Grid Modernization Project	P170590	Energy & Extractives	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1965	05-13-2023	India	SAR	Jharkhand Power System Improvement Project	P162086	Energy & Extractives	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2000	06-09-2023	India	SAR	Jhelum and Tawi Flood Recovery Project	P154990	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of road damage due to a contractor's activities. However, alleged impacts were not related to a World Bank-supported project.
FY23-GRS-2023	06-23-2023	India	SAR	Madhya Pradesh Higher Education Quality Improvement Project	P150394	Education	INT	Environmental & Social Issues	Safeguards	Evaluation	Allegations of substandard quality of construction and renovation works under the project, and lack of accessible ramps for people with disabilities.
FY23-GRS-1667	10-31-2022	Indonesia	EAP	Pumped Storage Technical Assistance Project	P112158	Energy & Extractives	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of damage to private land located on an access road due to project construction works, and resulting economic losses to the affected landowner. Issues raised in the complaint were resolved.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1740	01-03-2023	Indonesia	EAP	Dam Operational Improvement and Safety Project	P096532	Water	INT	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1723	12-11-2022	Iraq	MNA	Emergency Operation for Development Project	P155732	Urban, Resilience and Land	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1798	02-16-2023	Iraq	MNA	Transport Corridors Project	P131550	Transport	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) road safety risks due to the project contractor's use of substandard construction materials, and (ii) concerns by Project staff related to their work environment.
FY23-GRS-1747	01-10-2023	Jordan	MNA	Municipal Services and Social Resilience Project	P147689	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of unsuitable working conditions by the project contractor as well as inadequate occupational health and safety measures on project construction sites. Issues raised in the complaint were resolved.
FY23-GRS-1842	03-16-2023	Jordan	MNA	Municipal Services and Social Resilience Project	P147689	Urban, Resilience and Land	Task Team	Other Operations Matters	Safeguards	Inadmissible	Allegations of non-fulfillment of employment commitments made under the project. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1874	04-05-2023	Jordan	MNA	Ozone Depleting Substances HCFC Phase-Out Project	P127702	Environment, Natural Resources & the Blue Economy	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1879	04-06-2023	Jordan	MNA	Ozone Depleting Substances HCFC Phase-Out Project	P127702	Environment, Natural Resources & the Blue Economy	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1479	07-19-2022	Kenya	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of harassment. However, concerns raised in the complaint did not relate to a World Bank-supported project.
FY23-GRS-1507	07-28-2022	Kenya	AFE	Electricity Modernization Project	P120014	Energy & Extractives	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1567	09-01-2022	Kenya	AFE	Urban Support Program	P156777	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Program for Results	Closed	Allegations of project encroachment on private properties. The complainant preferred to seek recourse in national courts and to the solution offered by project implementing agency. The complaint is closed, in accordance with the GRS Procedure.
FY23-GRS-1568	09-01-2022	Kenya	AFE	Urban Support Program	P156777	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Program for Results	Closed	Claims for compensation for damage caused to private property by the project contractor. The complainant preferred to seek recourse in national courts than to the solution offered by project implementing agency. The complaint is closed, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1572	09-10-2022	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1576	09-19-2022	Kenya	AFE	National Agricultural and Rural Inclusive Growth Project	P153349	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1581	09-20-2022	Kenya	AFE	Urban Support Program	P156777	Urban, Resilience and Land	INT	Environmental & Social Issues	Program for Results	Closed	Allegations of damage to private property as a result of project-related construction works. Complainant rejected the project implementing agency's proposed solution, to repair the affected wall at contractor's expense rather than pay cash compensation. The complaint was closed, in accordance with the GRS Procedure.
FY23-GRS-1583	09-20-2022	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to allocation of project benefits. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1676	11-09-2022	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Direct Complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of lack of information on project's compensation process. The complaint was inadmissible because i) the Borrower had already begun to address these concerns in response to a previous complaint submitted by the same complainants; and ii) this complaint was not supported by new and compelling evidence for the GRS to open a new case.
FY23-GRS-1680	11-10-2022	Kenya	AFE	Urban Support Program	P156777	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Program for Results	Closed	Allegations of potential adverse environmental, health, and safety risks to the community due to unfinished drainage works by the project contractor. Issues raised in the complaint were resolved.
FY23-GRS-1686	11-14-2022	Kenya	AFE	Water and Sanitation Development Project	P156634	Water	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) adverse impacts on community health and safety due to sewage overflow into roads as a result of substandard project works carried out by the contractor, and (ii) non-payment of disturbance allowance to affected small business owners. Issues raised in the complaint were resolved.
FY23-GRS-1687	11-16-2022	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1688	11-15-2022	Kenya	AFE	Nairobi Metropolitan Services Improvement Project	P107314	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to management of a market constructed by the project. However, the project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint.
FY23-GRS-1706	11-28-2022	Kenya	AFE	Water and Sanitation Development Project	P156634	Water	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1720	12-08-2022	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Allegations that (i) project contractor mistreated workers and did not adhere to the Health and Safety Management Plan and the Environmental and Social Management Plan, and (ii) the contractor's ESMP implementation was inadequately supervised. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1772	01-26-2023	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of project contractor non-adherence to Environmental and Social Management Plan requirements on employment of workers from local communities.
FY23-GRS-1773	01-30-2023	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) unsuitable working conditions for project workers hired by the contractor, and (ii) dust emissions and damage to community roads due to project construction works.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1788	02-08-2023	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) lack of access to a sacred site by the community due to project construction works, and (ii) damage to spiritual sites due to road construction works, requiring their relocation and cleansing ritual ceremonies.
FY23-GRS-1806	02-17-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to the allocation of project resources. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1807	02-17-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1808	02-18-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1810	02-21-2023	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of lack of consultations around changes to the project's livelihood support program and planned road construction.
FY23-GRS-1811	02-18-2023	Kenya	AFE	Coastal Region Water Security and Climate Resilience Project	P145559	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of exclusion of affected properties from the property valuation process carried out by the project.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1817	02-24-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1827	03-06-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1848	03-19-2023	Kenya	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of involuntary resettlement. However, concerns raised in the complaint did not relate to a World Bank-supported project.
FY23-GRS-1854	03-22-2023	Kenya	AFE	Secondary Education Quality Improvement Project	P160083	Education	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of exclusion of Indigenous children from the project's education scholarship program.
FY23-GRS-1873	04-03-2023	Kenya	AFE	National Agricultural and Rural Inclusive Growth Project	P153349	Agriculture and Food	INT	Other Operations Matters	Safeguards	Inadmissible	Allegations of non-disbursement of a project grant. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1893	04-18-2023	Kenya	AFE	Eastern Africa Regional Transport, Trade and Development Facilitation Project-Phase 2	P148853	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1897	04-24-2023	Kenya	AFE	GPS Sensor Road Safety Project	P181164	Other	Direct Complaint	Other Operations Matters	N/A	Inadmissible	Concerns about closure of a participatory research initiative under the project. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1951	05-08-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to the project's resource sharing process. Complaint was referred to the World Bank task team for follow up.
FY23-GRS-1961	05-14-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to non-selection for a project grant. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1962	05-13-2023	Kenya	AFE	Development Response to Displacement Impacts Project in the Horn of Africa	P161067	Social Sustainability and Inclusion	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-2016	06-20-2023	Kenya	AFE	Urban Support Program	P156777	Urban, Resilience and Land	Direct Complaint	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1870	04-01-2023	Kosovo	ECA	Danube Region Water and Waste Water Sector Capacity Building Program	P128416	Water	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1648	10-14-2022	Kyrgyz Republic	ECA	Tax Administration and Statistical System Modernization Project	P163711	Governance	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1491	07-21-2022	Lao People's Democratic Republic	EAP	Southeast Asia Disaster Risk Management Project	P160930	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of potential adverse impacts from planned project construction works in the vicinity of the complainant's hotel business, and potential loss of income by the business due to those works. Issues raised in the complaint were resolved.
FY23-GRS-1769	01-25-2023	Lao People's Democratic Republic	EAP	Southeast Asia Disaster Risk Management Project	P160930	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) potential damage to the complainant's property and trees due to planned project construction works, and (ii) claims of compensation for loss of business income due to the anticipated impacts of construction. Issues raised in the complaint were resolved.
FY23-GRS-1660	10-25-2022	Lebanon	MNA	Roads and Employment Project	P160223	Transport	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of road safety risks due to the poor design and execution of road restoration works under the project. Issues raised in the complaint were resolved.
FY23-GRS-1694	11-15-2022	Lebanon	MNA	Emergency Crisis and COVID-19 Response Social Safety Net Project	P173367	Social Protection & Jobs	INT	Other Operations Matters	ESF	Inadmissible	Concerns related to the management of the project's cash transfer program. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1728	12-13-2022	Lebanon	MNA	Roads and Employment Project	P160223	Transport	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of road damage and potential safety risks due to project construction works. The project carried out quality control on the road, repaired select sections, and other concerns were not verified.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1784	02-06-2023	Lebanon	MNA	Health Resilience Project	P163476	Health, Nutrition & Population	Task Team	Other Operations Matters	Safeguards	Inadmissible	Concerns related to management of the project's cash transfer program. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1877	04-04-2023	Lebanon	MNA	Building Beirut Businesses Back and Better Fund Project	P176013	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Concerns related to the selection process for a project grant. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1878	04-04-2023	Lebanon	MNA	Building Beirut Businesses Back and Better Fund Project	P176013	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Concerns related to the selection process for a project grant. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1884	04-08-2023	Lebanon	MNA	Building Beirut Businesses Back and Better Fund Project	P176013	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Concerns related to the selection process for a project grant. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1991	05-30-2023	Lebanon	MNA	Emergency Crisis and COVID-19 Response Social Safety Net Project	P173367	Social Protection & Jobs	INT	Other Operations Matters	ESF	Inadmissible	Concerns related to management of the project's cash transfer program. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1704	11-22-2022	Liberia	AFW	Urban Water Supply Project	P155947	Water	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1883	04-09-2023	Liberia	AFW	Urban Water Supply Project	P155947	Water	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-2031	06-28-2023	Liberia	AFW	Forest Sector Project	P154114	Environment, Natural Resources & the Blue Economy	Task Team	Environmental & Social Issues	Safeguards	Evaluation	Concerns around (i) gazettement of a protected area; (ii) allegations of non-adherence to Free, Prior, and Informed Consultation (FPIC) requirements with potential risks to biodiversity conservation; and (ii) potential adverse impacts on customary land tenure.
FY23-GRS-2032	06-28-2023	Liberia	AFW	Forest Sector Project	P154114	Environment, Natural Resources & the Blue Economy	Task Team	Environmental & Social Issues	Safeguards	Evaluation	Concerns around (i) gazettement of a protected area; (ii) allegations of non-adherence to Free, Prior, and Informed Consultation (FPIC) requirements with potential risks to biodiversity conservation; and (ii) potential adverse impacts on customary land tenure.
FY23-GRS-1590	09-27-2022	Madagascar	AFE	Social Safety Net Project	P149323	Social Protection & Jobs	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1684	11-11-2022	Madagascar	AFE	Sustainable Landscape Management Project	P154698	Environment, Natural Resources & the Blue Economy	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1717	12-05-2022	Madagascar	AFE	Integrated Urban Development and Resilience Project for Greater Antananarivo	P159756	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1887	04-13-2023	Madagascar	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Concerns related to the management of a forest, and lack of benefit to the local community. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-2006	06-09-2023	Madagascar	AFE	Social Safety Net Project	P149323	Social Protection & Jobs	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1990	06-02-2023	Malawi	AFE	Shire Valley Transformation Program - Phase 2	P176575	Water	Direct Complaint	Environmental & Social Issues	ESF	Solution Phase	Allegations of (i) lack of stakeholder engagement and information disclosure regarding the project's canal works; and (ii) potential adverse environmental and social impacts of these works on forests, critical habitats, and livelihoods.
FY23-GRS-1765	01-19-2023	Maldives	SAR	COVID-19 Emergency Income Support Project	P174014	Social Protection & Jobs	INT	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1790	02-08-2023	Mali	AFW	River Basin Climate Change Resilience Development Project	P131323	Water	Task Team	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1795	02-12-2023	Mali	AFW	Livestock Sector Development Support Project	P160641	Agriculture and Food	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Claim for reimbursement of training costs by the project. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1527	08-09-2022	Mauritania	AFW	Sahel Irrigation Initiative Support Project	P154482	Water	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1586	09-23-2022	Mauritania	AFW	Sahel Irrigation Initiative Support Project	P154482	Water	EBC	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of potential adverse impacts of project on local communities. The complaint was inadmissible because i) the Borrower had already begun to address these concerns in response to a previous case submitted by the same complainants; and ii) this complaint was not supported by new and compelling evidence for the GRS to revisit it.
FY23-GRS-1801	02-16-2023	Moldova	ECA	Third Additional Financing for the Agriculture Competitiveness Project	P171284	Agriculture and Food	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate stakeholder engagement and lack of transparency and information disclosure on the planned construction of an animal waste processing facility near irrigation pools and fruit/vegetable plantations.
FY23-GRS-1950	05-07-2023	Mongolia	EAP	Ulaanbaatar Heating Sector Improvement Project	P170676	Energy & Extractives	Direct Complaint	Environmental & Social Issues	ESF	Solution Phase	Allegations of inadequate information disclosure to affected residents regarding the anticipated disruption to hot water supply, and lack of mitigation measures to address the temporary disruption in access to hot water due to the project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1818	02-27-2023	Mozambique	AFE	Temane Regional Electricity Project	P160427	Energy & Extractives	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of contractor's non-adherence to the project's Environmental and Social Management Plan requiring the provision of collective transport or a transportation allowance to project workers.
FY23-GRS-1860	03-24-2023	Mozambique	AFE	Improving Learning and Empowering Girls Project	P172657	Education	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1526	08-08-2022	Nepal	SAR	Program for the Development of the Buddhist Circuit in South Asia	P171492	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	N/A	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1786	02-06-2023	Nepal	SAR	Urban Governance and Infrastructure Project	P163418	Urban, Resilience and Land	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1948	05-07-2023	Nepal	SAR	Urban Governance and Infrastructure Project	P163418	Urban, Resilience and Land	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2013	06-16-2023	Nepal	SAR	Modernization of Rani Jamara Kulariya Irrigation Scheme - Phase 2 Project	P158364	Water	Direct Complaint	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of inadequate occupational health and safety measures by the project. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-2025	06-26-2023	Nepal	SAR	Water Sector Governance and Infrastructure Support Project	P176589	Water	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1820	02-16-2023	Nicaragua	LCR	Property Rights Strengthening Project	P163531	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1826	03-02-2023	Nicaragua	LCR	Property Rights Strengthening Project	P163531	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Concerns by Project staff related to their work environment and inadequate working conditions. However, the complainant withdrew the complaint.
FY23-GRS-1789	02-07-2023	Niger	AFW	Adaptive Safety Net Project 2	P166602	Social Protection & Jobs	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations regarding unsuitable working conditions.
FY23-GRS-1872	04-03-2023	Niger	AFW	Agricultural and Livestock Transformation Project	P164509	Agriculture and Food	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns by project Implementation Unit staff related to the project's early closure. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1890	04-16-2023	Niger	AFW	Enhancing Northeastern Connectivity Project	P171793	Transport	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1509	08-01-2022	Nigeria	AFW	Nigeria For Women Project	P161364	Social Sustainability and Inclusion	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1564	08-31-2022	Nigeria	AFW	Better Education Service Delivery for All Project	P160430	Education	INT	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1580	09-20-2022	Nigeria	AFW	Transforming Irrigation Management Project	P123112	Water	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of flooding and consequent damage to the complainant's farm as a result of uncompleted project works. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1587	09-23-2022	Nigeria	AFW	Erosion and Watershed Management Project	P124905	Environment, Natural Resources & the Blue Economy	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of potential damage to private properties due to substandard works carried out in the complainant's area. The alleged impacts were not related to a World Bank-supported project.
FY23-GRS-1647	10-13-2022	Nigeria	AFW	Erosion and Watershed Management Project	P124905	Environment, Natural Resources & the Blue Economy	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) potential damage to private properties due to substandard works carried out by the project contractor; and (ii) non-payment of compensation to the owners of these affected properties. According to the project's Resettlement Action Plan, the complainants were not eligible to receive compensation.
FY23-GRS-1696	11-21-2022	Nigeria	AFW	Agro-Processing, Productivity Enhancement and Livelihood Improvement Support Project	P148616	Agriculture and Food	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1715	12-06-2022	Nigeria	AFW	Agro-Processing, Productivity Enhancement and Livelihood Improvement Support Project	P148616	Agriculture and Food	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to project operational matters. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1719	12-06-2022	Nigeria	AFW	Nigeria For Women Project	P161364	Social Sustainability and Inclusion	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Allegations of delays in project implementation. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1727	12-13-2022	Nigeria	AFW	Erosion and Watershed Management Project	P124905	Environment, Natural Resources & the Blue Economy	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1774	01-30-2023	Nigeria	AFW	Better Education Service Delivery for All Project	P160430	Education	INT	Environmental & Social Issues	Program for Results	Solution Phase	Allegations of retaliation against teachers for raising concerns around non-payment of their salaries during school vacations and holidays.
FY23-GRS-1845	03-17-2023	Nigeria	AFW	Agro-Processing, Productivity Enhancement and Livelihood Improvement Support Project	P148616	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1894	04-19-2023	Nigeria	AFW	Ogun State Economic Transformation Project	P164031	Agriculture and Food	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of project encroachment on private farmland. The alleged concern did not relate to the World Bank-supported project.
FY23-GRS-1956	05-10-2023	Nigeria	AFW	Regional Disease Surveillance Systems Enhancement Phase II Project	P159040	Health, Nutrition & Population	INT	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1966	05-15-2023	Nigeria	AFW	Agro-Processing, Productivity Enhancement and Livelihood Improvement Support Project	P148616	Agriculture and Food	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-2002	06-10-2023	Nigeria	AFW	Second Africa Higher Education Centers of Excellence for Development Impact Project	P169064	Education	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Claims for payment of stipends to beneficiaries of study scholarships under the project. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1554	08-25-2022	North Macedonia	ECA	Primary Education Improvement Project	P171973	Education	INT	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1471	07-12-2022	Pakistan	SAR	Balochistan Integrated Water Resources Management and Development Project	P154255	Water	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of lack of access to water due to the project construction works. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure, and referred to the Bank task team for follow-up.
FY23-GRS-1478	07-19-2022	Pakistan	SAR	Digital Jobs in Khyber Pakhtunkhwa Project	P165684	Social Sustainability and Inclusion	Direct Complaint	Fraud and/or Corruption	N/A	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1480	07-19-2022	Pakistan	SAR	Sindh Early Learning Enhancement through Classroom Transformation Project	P172834	Education	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1482	07-19-2022	Pakistan	SAR	Punjab Human Capital Investment Project	P164785	Social Protection & Jobs	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1486	07-19-2022	Pakistan	SAR	Punjab Human Capital Investment Project	P164785	Social Protection & Jobs	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1488	07-19-2022	Pakistan	SAR	Higher Education Development Project	P161386	Education	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1500	07-26-2022	Pakistan	SAR	Pandemic Response Effectiveness Project	P173796	Health, Nutrition & Population	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1524	08-06-2022	Pakistan	SAR	Karachi Water and Sewerage Services Improvement Project	P164704	Water	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1545	08-21-2022	Pakistan	SAR	Balochistan Human Capital Investment Project	P166308	Health, Nutrition & Population	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1546	08-21-2022	Pakistan	SAR	Balochistan Human Capital Investment Project	P166308	Health, Nutrition & Population	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1547	08-21-2022	Pakistan	SAR	Balochistan Human Capital Investment Project	P166308	Health, Nutrition & Population	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1548	08-21-2022	Pakistan	SAR	Balochistan Human Capital Investment Project	P166308	Health, Nutrition & Population	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1549	08-22-2022	Pakistan	SAR	Competitive and Livable City of Karachi Project	P161402	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1550	08-22-2022	Pakistan	SAR	Balochistan Human Capital Investment Project	P166308	Health, Nutrition & Population	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of inadequate occupational health and safety measures by the project contractor. Complaint was anonymous and thus did not meet the admissibility criteria under the GRS Procedure. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1569	09-06-2022	Pakistan	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of harm due to river overflow caused by closed barrage gates. However, concerns raised did not relate to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1571	09-07-2022	Pakistan	SAR	Dasu Hydropower Stage I Project	P121507	Energy & Extractives	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of displacement by the project, and failure by the project to provide the affected community with basic amenities at the new resettlement site. Issues raised in the complaint were resolved.
FY23-GRS-1658	10-20-2022	Pakistan	SAR	Competitive and Livable City of Karachi Project	P161402	Urban, Resilience and Land	INT	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of use of poor-quality materials by a project contractor. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1663	10-27-2022	Pakistan	SAR	Punjab Irrigated Agriculture Productivity Improvement Program Project	P125999	Agriculture and Food	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1708	11-18-2022	Pakistan	SAR	Khyber Pakhtunkhwa Irrigated-Agriculture Improvement Project	P163474	Agriculture and Food	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1730	12-17-2022	Pakistan	SAR	Karachi Water and Sewerage Services Improvement Project	P164704	Water	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1736	12-19-2022	Pakistan	SAR	Competitive and Livable City of Karachi Project	P161402	Urban, Resilience and Land	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of poor quality of road works and damages to households' water and sewage pipes.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1746	01-10-2023	Pakistan	SAR	Khyber Pakhtunkhwa Revenue Mobilization and Public Resource Management Project	P162302	Governance	Direct Complaint	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1758	01-17-2023	Pakistan	SAR	Khyber Pakhtunkhwa Integrated Tourism Development Project	P163562	Finance, Competitiveness and Innovation	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of road safety risks due to project road upgradation and rehabilitation works.
FY23-GRS-1767	01-25-2023	Pakistan	SAR	Electricity Distribution Efficiency Improvement Project	P170230	Energy & Extractives	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Concerns around the World Bank's financing of electricity projects. However, complainant did not indicate any harm suffered or likely to be suffered as a result of the World Bank-supported project.
FY23-GRS-1777	02-01-2023	Pakistan	SAR	Competitive and Livable City of Karachi Project	P161402	Urban, Resilience and Land	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of road safety risks due to inadequate road rehabilitation works.
FY23-GRS-1796	02-16-2023	Pakistan	SAR	Higher Education Development Project	P161386	Education	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1805	02-18-2023	Pakistan	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of non-inclusion in the income support program. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1809	02-16-2023	Pakistan	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of bias and corruption by an electric distribution company. However, concerns raised did not relate to a World Bank-supported project.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1814	02-22-2023	Pakistan	SAR	Balochistan Livelihoods and Entrepreneurship Project	P159292	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1824	03-02-2023	Pakistan	SAR	Khyber Pakhtunkhwa Integrated Tourism Development Project	P163562	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to a contract awarded by the project. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1825	03-08-2023	Pakistan	SAR	Khyber Pakhtunkhwa Irrigated-Agriculture Improvement Project	P163474	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1865	03-27-2023	Pakistan	SAR	Punjab Human Capital Investment Project	P164785	Social Protection & Jobs	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1869	04-03-2023	Pakistan	SAR	Sindh Flood Emergency Rehabilitation Project	P179981	Urban, Resilience and Land	INT	Environmental & Social Issues	ESF	Inadmissible	Concerns related to project workers' labor and working conditions. Complaint was anonymous and thus did not meet the admissibility criteria under the GRS Procedure. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1885	04-10-2023	Pakistan	SAR	Locust Emergency and Food Security Project	P174314	Agriculture and Food	INT	Other Operations Matters	ESF	Inadmissible	Concerns around the recruitment of project staff. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1906	04-30-2023	Pakistan	SAR	Third Pakistan Poverty Alleviation Fund Project	P105075	Agriculture and Food	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns, and the project was no longer active.
FY23-GRS-1946	05-05-2023	Pakistan	SAR	Punjab Urban Land Systems Enhancement Project	P172945	Urban, Resilience and Land	Direct Complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1949	05-08-2023	Pakistan	SAR	Dasu Hydropower Stage I Project	P121507	Energy & Extractives	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Community health concerns due to pollution caused by project construction activities.
FY23-GRS-1954	05-09-2023	Pakistan	SAR	Karachi Neighborhood Improvement Project	P161980	Urban, Resilience and Land	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Allegations of the project's failure to connect households to the gas, water, and sewerage networks. However, concerns raised were not related to the World Bank-supported project.
FY23-GRS-1974	05-19-2023	Pakistan	SAR	Punjab Cities Program	P156972	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Program for Results	Evaluation	Complaint alleges that substandard construction works executed by the project contractor resulted in water seepage on streets that restricted the movement of residents.
FY23-GRS-1975	05-19-2023	Pakistan	SAR	Competitive and Livable City of Karachi Project	P161402	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of poor quality of road works and environmental concerns as a result of damage to the sewage line and consequent overflow of sewage into the street.
FY23-GRS-1980	05-23-2023	Pakistan	SAR	Punjab Human Capital Investment Project	P164785	Social Protection & Jobs	Direct Complaint	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1983	05-28-2023	Pakistan	SAR	Punjab Tourism for Economic Growth Project	P158099	Finance, Competitiveness and Innovation	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1993	05-31-2023	Pakistan	SAR	Khyber Pakhtunkhwa Human Capital Investment Project	P166309	Education	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2001	06-09-2023	Pakistan	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of road safety risks due to the poor condition of a road. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-2003	06-09-2023	Pakistan	SAR	Tarbela Fourth Extension Hydropower Project	P115893	Energy & Extractives	Direct Complaint	Environmental & Social Issues	Safeguards	Intake	Concerns related to compensation for restrictions on land use and inadequate local employment opportunities under the project.
FY23-GRS-2005	06-12-2023	Pakistan	SAR	Khyber Pakhtunkhwa Integrated Tourism Development Project	P163562	Finance, Competitiveness and Innovation	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Concerns around the project's acquisition of the complainant's land, and allegations of potential loss of livelihood.
FY23-GRS-2009	06-15-2023	Pakistan	SAR	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of construction of a waste disposal facility at a public park. However, concerns raised did not relate to a World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-2012	06-15-2023	Pakistan	SAR	Khyber Pass Economic Corridor Project	P159577	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2017	06-19-2023	Pakistan	SAR	Balochistan Integrated Water Resources Management and Development Project	P154255	Water	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Complaint raises allegations of (i) fraud and corruption in project activities, (ii) lack of stakeholder engagement, and (iii) lack of adequate supervision and due diligence. The allegations of fraud and corruption were referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure. Other issues are admissible by the GRS.
FY23-GRS-1679	11-09-2022	Panama	LCR	Support for the National Indigenous Peoples Development Plan Project	P157575	Social Sustainability and Inclusion	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) unplanned interruption of classes for students due to the rehabilitation of a school under the project; and (ii) inadequate communication and information disclosure to the beneficiary community on the works schedule. Issues raised in the complaint were resolved.
FY23-GRS-1713	12-02-2022	Panama	LCR	Support for the National Indigenous Peoples Development Plan Project	P157575	Social Sustainability and Inclusion	Task Team	Other Operations Matters	Safeguards	Inadmissible	Concerns related to project management and implementation. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1714	12-02-2022	Panama	LCR	Support for the National Indigenous Peoples Development Plan Project	P157575	Social Sustainability and Inclusion	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Concerns related to a dispute over ownership of a land plot to be used under the project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1797	02-15-2023	Panama	LCR	Support for the National Indigenous Peoples Development Plan Project	P157575	Social Sustainability and Inclusion	Task Team	Environmental & Social Issues	Safeguards	Closed	Concerns by Project staff related to their work environment. Issues raised in the complaint were resolved.
FY23-GRS-1944	05-03-2023	Paraguay	LCR	Market Access for Agricultural Products Project	P168153	Agriculture and Food	Direct Complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1528	08-10-2022	Peru	LCR	Modernization of Water Supply and Sanitation Services Project	P157043	Water	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1573	09-13-2022	Peru	LCR	Lima Metropolitan BRT North Extension Project	P170595	Transport	Task Team	Other Operations Matters	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1734	12-21-2022	Peru	LCR	National Program for Innovation in Fisheries and Aquaculture Project	P155902	Environment, Natural Resources & the Blue Economy	Task Team	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1862	03-24-2023	Peru	LCR	Integrated Forest Landscape Management in Atalaya, Ucayali Project	P163023	Environment, Natural Resources & the Blue Economy	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate stakeholder engagement of an Indigenous organization representing communities affected by the project.
FY23-GRS-1892	04-18-2023	Peru	LCR	Lima Metropolitan BRT North Extension Project	P170595	Transport	Task Team	Environmental & Social Issues	ESF	Solution Phase	Allegations of non-fulfillment of the project's Resettlement Action Plan's requirements regarding relocation of a chapel affected by the project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1902	04-26-2023	Peru	LCR	Lima Metropolitan BRT North Extension Project	P170595	Transport	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns pertaining to a dispute between the implementing agency and a project contractor. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1977	05-23-2023	Peru	LCR	Support to the Subnational Transport Program Project	P132515	Transport	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to a contractual dispute and did not relate to the World Bank-supported project.
FY23-GRS-1839	03-15-2023	Philippines	EAP	Metro Manila Flood Management Project	P153814	Water	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate resettlement housing packages for families to be displaced by project.
FY23-GRS-1857	03-23-2023	Philippines	EAP	Metro Manila Flood Management Project	P153814	Water	INT	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) inadequate stakeholder consultations and information disclosure regarding the planned expansion of project activities, and (ii) inadequate resettlement and housing arrangements for the affected community under the project.
FY23-GRS-1490	07-19-2022	Poland	ECA	Odra-Vistula Flood Management Project	P147460	Water	Task Team	Other Operations Matters	Safeguards	Inadmissible	Allegations of obstruction of a scenic view and disturbance to residents from increased movement of people to be caused by project construction, and requests to change project design. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1518	08-03-2022	Poland	ECA	Odra Vistula Flood Management Project	P147460	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of unauthorized land use, and concerns around safety and access restrictions of the permanent pathway to be built by the project. Issues raised in the complaint were resolved.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1519	08-03-2022	Poland	ECA	Odra Vistula Flood Management Project	P147460	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Claim for compensation for the project acquisition of part of the complainant's property. Issues raised in the complaint were resolved.
FY23-GRS-1520	08-03-2022	Poland	ECA	Odra Vistula Flood Management Project	P147460	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Concerns around lack of access to an existing road and associated adverse impacts on livelihood activities, due to project acquisition of part of the complainant's property. Issues raised in the complaint were resolved.
FY23-GRS-1995	06-06-2023	Poland	ECA	Odra River Basic Flood Protection Project	P086768	Water	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of lack of compensation for project land acquisition. The project had been closed for more than 15 months, so the GRS no longer had a mandate to process the complaint. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1716	12-07-2022	Romania	ECA	New Economic Mechanism for ANAR Reimbursable Advisory Services	N/A	N/A	Direct Complaint	Procurement	N/A	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1898	04-24-2023	Rwanda	AFE	Eastern and Southern Africa Higher Education Centers of Excellence Project	P151847	Education	INT	Other Operations Matters	Safeguards	Inadmissible	Concerns related to the management of an educational grant under the project. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1979	05-23-2023	Saint Lucia	LCR	OECS Data for Decision Making Project	P174986	Poverty and Equity	Task Team	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1871	04-03-2023	Saudi Arabia	MNA	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of non-payment of salary and inaccurate representation of complainant's academic qualifications by the supplier to the program implementing agency. The concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1973	05-21-2023	Saudi Arabia	MNA	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Concerns related to a dispute with a commercial bank. Concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1476	07-15-2022	Senegal	AFW	Cadastre and Land Tenure Improvement Project	P172422	Urban, Resilience and Land	INT	Other Operations Matters	ESF	Inadmissible	Allegations of harassment and retaliation as a result of an investigation related to fraud and corruption. Complaint was referred to Integrity Vice Presidency for follow-up.
FY23-GRS-1595	09-28-2022	Senegal	AFW	Investing in Maternal, Child and Adolescent Health Project	P162042	Health, Nutrition & Population	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1682	11-13-2022	Senegal	AFW	Dakar Bus Rapid Transit Pilot Project	P156186	Transport	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to a contractual dispute between the complainant and a project subcontractor, and were not related to the World Bank-supported project.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1858	03-23-2023	Senegal	AFW	Enhancing Connectivity in the Northern and Central Agricultural Production Areas Project	P176419	Transport	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.
FY23-GRS-1868	03-30-2023	Senegal	AFW	Enhancing Connectivity in the Northern and Central Agricultural Production Areas Project	P176419	Transport	Direct Complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1881	04-07-2023	Serbia	ECA	Competitive Agriculture Project	P167634	Agriculture and Food	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1689	11-15-2022	Sierra Leone	AFW	Land Administration Project	P177031	Urban, Resilience and Land	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1782	02-03-2023	Sierra Leone	AFW	Energy Sector Utility Reform Project	P120304	Energy & Extractives	Direct Complaint	Procurement	Safeguards	Inadmissible	Allegations of exclusion from the procurement process. Concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1475	07-18-2022	Somalia	AFE	Capacity Advancement, Livelihoods and Entrepreneurship, through Digital Uplift Project	P168115	Finance, Competitiveness and Innovation	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1880	04-03-2023	Somalia	AFE	Electricity Sector Recovery Project	P173088	Energy & Extractives	Direct Complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1910	04-30-2023	Somalia	AFE	Recurrent Cost and Reform Financing Project - Phase 3	P173731	Governance	Direct Complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-2015	06-20-2023	Somalia	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Allegations of non-payment of professional fees for services rendered. Concerns raised did not relate to a World Bank-supported project.
FY23-GRS-2024	06-25-2023	Somalia	AFE	Electricity Sector Recovery Project	P173088	Energy & Extractives	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1742	12-29-2022	South Africa	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	IFC Related	N/A	Inadmissible	Allegations of non-payment of professional fees by a project contractor. Concerns raised did not relate to a World Bank-supported project.
FY23-GRS-2029	06-26-2023	South Asia	SAR	Plastic free Rivers and Seas for South Asia Project	P171269	Environment, Natural Resources & the Blue Economy	Direct Complaint	Other Operations Matters; Fraud and/or Corruption	ESF	Inadmissible	Concerns related to work environment within the project implementing agency, and (ii) financial malpractice in project activities. Complaint was referred to the World Bank task team for follow-up, while integrity-related concerns were referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1555	08-25-2022	Sri Lanka	SAR	Early Childhood Development Project	P151916	Education	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1561	08-30-2022	Sri Lanka	SAR	Accelerating Higher Education Expansion and Development Operation Project	P159995	Education	Direct Complaint	Other Operations Matters	Program for Results	Inadmissible	Concerns related to the management of study scholarships by the project. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1562	08-17-2022	Sri Lanka	SAR	Inclusive Connectivity and Development Project	P176164	Transport	Direct Complaint	Fraud and/or Corruption	ESF	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1565	08-31-2022	Sri Lanka	SAR	Early Childhood Development Project	P151916	Education	Task Team	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1659	10-21-2022	Sri Lanka	SAR	Inclusive Connectivity and Development Project	P176164	Transport	Task Team	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1693	11-20-2022	Sri Lanka	SAR	COVID-19 Emergency Response and Health Systems Preparedness Project	P173867	Health, Nutrition & Population	Direct Complaint	Ethics & Business Conduct	ESF	Inadmissible	Complaint raised ethics-related concerns and was referred to the Ethics and Business Conduct Vice Presidency, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1697	11-21-2022	Sri Lanka	SAR	Climate Smart Irrigated Agriculture Project	P163742	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1982	05-26-2023	St Maarten	LCR	Airport Terminal Reconstruction Project	P167974	Transport	Task Team	Environmental & Social Issues	ESF	Solution Phase	Allegations of incomplete removal of debris from a storage site used by the project and non-payment of the agreed fee for use of the site.
FY23-GRS-1702	11-25-2022	Suriname	LCR	Competitiveness and Sector Diversification Project	P166187	Finance, Competitiveness and Innovation	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1551	08-22-2022	Tajikistan	ECA	Socio-Economic Resilience Strengthening Project	P168052	Social Sustainability and Inclusion	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around non-implementation of a road as requested by residents in consultation meetings. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1532	08-15-2022	Tanzania	AFE	Msimbazi Basin Development Project	P169425	Urban, Resilience and Land	Task Team	Environmental & Social Issues	ESF	Solution Phase	Claims of compensation for project acquisition of the complainant's property.
FY23-GRS-1544	08-19-2022	Tanzania	AFE	AFR RI-Regional Rusumo Falls Hydroelectric Project	P075941	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of delays in the compensation process and harassment during the valuation process. Complaint was anonymous and thus did not meet the admissibility criteria under the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1666	10-31-2022	Tanzania	AFE	Roads to Inclusion and Socioeconomic Opportunities Project	P164920	Transport	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1721	12-07-2022	Tanzania	AFE	AFR RI-3A Tanzania-Zambia Transmission Interconnector Project	P163752	Energy & Extractives	INT	Environmental & Social Issues	Safeguards	Closed	Concerns around project's partial acquisition of property without adequate compensation. Issues raised in the complaint were resolved.
FY23-GRS-1792	02-13-2023	Tanzania	AFE	Education Program for Results	P147486	Education	INT	Other Operations Matters	Program for Results	Inadmissible	Complaint raised issues relating to individual consultancy services. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1833	03-08-2023	Tanzania	AFE	Msimbazi Basin Development Project	P169425	Urban, Resilience and Land	Task Team	Environmental & Social Issues	ESF	Solution Phase	Claims of compensation for project land acquisition.
FY23-GRS-1834	03-08-2023	Tanzania	AFE	Msimbazi Basin Development Project	P169425	Urban, Resilience and Land	Task Team	Environmental & Social Issues	ESF	Solution Phase	Claims of compensation for project land acquisition.
FY23-GRS-1882	04-07-2023	Tanzania	AFE	Resilient Natural Resource Management for Tourism and Growth Project	P150523	Environment, Natural Resources & the Blue Economy	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of adverse impacts of the project on local communities. However, alleged impacts were not related to a World Bank-supported project.
FY23-GRS-2021	06-19-2023	Togo	AFW	Urban Water Security Project	P176902	Water	INT	Other Operations Matters	ESF	Inadmissible	Concerns related to non-coverage of the complainant's neighborhood by the project. However, complaint did not indicate any harm suffered or likely to be suffered as a result of the World Bank-supported project.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1501	07-25-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1533	08-07-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1534	08-07-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1535	08-07-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1536	08-07-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1537	08-07-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1538	08-07-2022	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Task Team	Other Operations Matters	ESF	Inadmissible	Concerns around the project's grant selection process. Complaint was referred to the World Bank task team for follow-up.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1836	03-09-2023	Tunisia	MNA	Energy Sector Improvement Project	P168273	Energy & Extractives	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1905	04-26-2023	Tunisia	MNA	Support to Economic Recovery and Job Creation in the Agri-Food Sector and Rural Space Project	P174017	Agriculture and Food	Direct Complaint	Other Operations Matters	ESF	Inadmissible	Concerns about project's grants management, including delays in payment to recipients. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1953	05-09-2023	Tunisia	MNA	Third Export Development Project	P132381	Finance, Competitiveness and Innovation	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1465	07-01-2022	Türkiye	ECA	Emergency Firm Support Project	P174112	Finance, Competitiveness and Innovation	Direct Complaint	Environmental & Social Issues	ESF	Closed	Allegations of retaliation and gaps related to information disclosure and loan terms. Issues raised in the complaint were resolved.
FY23-GRS-1493	07-23-2022	Türkiye	ECA	Sustainable Cities Project	P128605	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of adverse environmental and social impacts from project construction works, and lack of project-related information disclosure to affected residents.
FY23-GRS-1751	01-12-2023	Türkiye	ECA	Irrigation Modernization Project	P158418	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) excessive use of the complainant's agricultural land for project civil works, and (ii) inadequate stakeholder engagement.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1754	01-13-2023	Türkiye	ECA	Sustainable Cities Project	P128605	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) potential non-compliance with environmental regulations due to planned project rehabilitation works on a wastewater treatment plant, and (ii) inadequate stakeholder engagement and consideration of alternatives with respect to the planned project works.
FY23-GRS-1756	01-15-2023	Türkiye	ECA	Seismic Resilience and Energy Efficiency in Public Buildings Project	P175894	Urban, Resilience and Land	Direct Complaint	Environmental & Social Issues	ESF	Inadmissible	Allegations of lack of stakeholder engagement and information disclosure regarding planned project works. However, stakeholder engagement activities had not yet started, as there were no active project works on site.
FY23-GRS-1986	06-01-2023	Türkiye	ECA	Sustainable Cities Project	P128605	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) inadequate stakeholder engagement on the site selection of pumping stations to be constructed by the project, (ii) potential adverse impacts of the project, and (iii) safety concerns related to the substandard quality of construction works on the sewerage network under the project.
FY23-GRS-1553	08-24-2022	Uganda	AFE	Not Related to World Bank-Supported Project	N/A	N/A	Direct Complaint	Ethics & Business Conduct	N/A	Inadmissible	Complaint raised ethics-related concerns and was referred to the Ethics and Business Conduct Vice Presidency, in accordance with the GRS Procedure.
FY23-GRS-1560	08-29-2022	Uganda	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Concerns about livelihood support for refugees. The alleged issues were not related to a World Bank-supported project.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1656	10-18-2022	Uganda	AFE	Energy for Rural Transformation III Project	P133312	Energy & Extractives	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of use of poor quality materials by a project contractor, and concerns related to an accident at a project site. Complaint was anonymous and thus did not meet the admissibility criteria under the GRS Procedure.
FY23-GRS-1705	11-22-2022	Uganda	AFE	Agriculture Cluster Development Project	P145037	Agriculture and Food	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1779	02-02-2023	Uganda	AFE	Greater Kampala Metropolitan Area Urban Development Program	P175660	Urban, Resilience and Land	Direct Complaint	Procurement	Program for Results	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1812	02-20-2023	Uganda	AFE	North-Eastern Road Corridor Asset Management Project	P125590	Transport	Direct Complaint	Environmental & Social Issues	Safeguards	Solution Phase	Claims for reimbursement of medical fees incurred for the treatment of injuries suffered by the complainant due to a road accident involving the project contractor's vehicle.
FY23-GRS-1886	04-11-2023	Uganda	AFE	Electricity Access Scale-up Project	P166685	Energy & Extractives	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1907	04-27-2023	Uganda	AFE	Electricity Access Scale-up Project	P166685	Energy & Extractives	Direct Complaint	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1947	05-03-2023	Uganda	AFE	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Concerns related to work environment as well as fraud and corruption. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1484	07-19-2022	United States	N/A	Not Related to a World Bank-Supported Project	N/A	N/A	Direct Complaint	Not Related to World Bank Group	N/A	Inadmissible	Concerns related to work environment. Concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1464	07-04-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) inadequate consultation on project construction activities, (ii) unauthorized use of the complainant's land, (iii) destruction of property and garden fruit trees during project works, and (iv) inadequate compensation by the project.
FY23-GRS-1470	07-13-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of inadequate consultation and information disclosure relating to compensation for acquisition of the complainant's land. Issues raised in the complaint were resolved.
FY23-GRS-1510	08-02-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of inadequate stakeholder consultations, compensation below replacement cost, and inadequate resettlement land. Issues raised in the complaint were resolved.
FY23-GRS-1513	08-03-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate information disclosure, inadequate compensation, and commencement of project site clearance of residential land without compensation.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1514	08-03-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate information disclosure, inadequate compensation, and commencement of project site clearance of residential land without compensation.
FY23-GRS-1515	08-03-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate information disclosure, inadequate compensation, and commencement of project site clearance of residential land without compensation.
FY23-GRS-1516	08-03-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of inadequate information disclosure, inadequate compensation, and commencement of project site clearance of residential land without compensation.
FY23-GRS-1529	08-11-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of lack of information disclosure on compensation and a dispute with the Government over land use rights.
FY23-GRS-1541	08-17-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Concerns related to the project's land acquisition, compensation, and resettlement process. Issues raised in the complaint were resolved.
FY23-GRS-1609	10-03-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) low compensation offer for partial acquisition of the complainant's land by the project, and (ii) commencement of works on the complainant's land before payment of compensation. Issues raised in the complaint were resolved.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1625	10-04-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) lack of a compensation offer for project land acquisition, and (ii) commencement of works on the complainant's land before payment of compensation. However, the complainant's compensation was in accordance with the requirements of the project's Resettlement Action Plan.
FY23-GRS-1644	10-13-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) exclusion of assets from compensation offer, and (ii) lack of information disclosure on compensation entitlements. However, the complainant was ineligible for additional compensation.
FY23-GRS-1645	10-13-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) exclusion of assets from compensation offer, and (ii) lack of information disclosure on compensation entitlements. Issues raised in the complaint were resolved.
FY23-GRS-1646	10-13-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) exclusion of assets from compensation offer, and (ii) lack of information disclosure on compensation entitlements. However, the complainant was ineligible for additional compensation.
FY23-GRS-1652	10-16-2022	Viet Nam	EAP	Scaling up Urban Upgrading Project	P159397	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of low compensation for project land acquisition and claims of eligibility for allocation of a resettlement plot.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1673	11-08-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) low compensation for land acquired by project, (ii) unsuitable land allocated for resettlement, and (iii) inadequate stakeholder engagement and information disclosure. Issues raised in the complaint were resolved.
FY23-GRS-1674	11-08-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) low compensation for land acquired by project, (ii) unsuitable land allocated for resettlement, and (iii) inadequate stakeholder engagement and information disclosure. Issues raised in the complaint were resolved.
FY23-GRS-1700	11-22-2022	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Complaint (i) alleged contractor demolished complainant's fence and damaged his property before it was handed over to the project. However, the alleged damages were not related to a World Bank-supported project.
FY23-GRS-1725	12-11-2022	Viet Nam	EAP	Can Tho Urban Development and Resilience Project	P152851	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of damage to private properties, noise and road access disturbance by project contractors, and claims of eligibility for allocation of resettlement land plots by the project.
FY23-GRS-1726	12-11-2022	Viet Nam	EAP	Can Tho Urban Development and Resilience Project	P152851	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Claims of eligibility for allocation of a resettlement land plot under the project's Resettlement Policy Framework.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1732	12-20-2022	Viet Nam	EAP	Dynamic City Integrated Development Project - Thai Nguyen	P160162	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Closed	Concerns around the land acquisition, compensation, and resettlement process under the project. Issues raised in the complaint were resolved.
FY23-GRS-1743	01-02-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Complainant alleged (i) low compensation for land acquisition by the project and (ii) inadequate stakeholder engagement on the land acquisition and resettlement process, and claimed eligibility for a resettlement land plot.
FY23-GRS-1757	01-18-2023	Viet Nam	EAP	Central Highlands Connectivity Improvement Project	P159238	Transport	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) compensation for land acquisition by the project below replacement cost, (ii) delays in the land acquisition process, and (iii) inadequate stakeholder engagement.
FY23-GRS-1760	01-17-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Complainant alleged (i) low compensation for land acquisition by the project and (ii) inadequate stakeholder engagement on the land acquisition and resettlement process, and claimed eligibility for a resettlement land plot.
FY23-GRS-1761	01-17-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Complainant alleged (i) inadequate stakeholder engagement on the land acquisition and resettlement process and (ii) claimed eligibility for allocation of a resettlement land plot.
FY23-GRS-1762	01-17-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of low compensation for project acquisition of the complainants' property.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1763	01-17-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Complainant alleged (i) low compensation for land acquisition by the project and (ii) inadequate stakeholder engagement on the land acquisition and resettlement process, and claimed eligibility for a resettlement land plot.
FY23-GRS-1821	03-01-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Complainant (i) alleged low compensation for project land acquisition, and (ii) claimed eligibility for allocation of a resettlement land plot.
FY23-GRS-1891	04-18-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) inadequate compensation for partial acquisition of business premises by the project, and (ii) adverse environmental and economic impacts of project construction works on business activities.
FY23-GRS-1960	05-12-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Solution Phase	Allegations of (i) inadequate compensation for partial acquisition of land by the project, and (ii) adverse impacts on the living conditions of the complainant's vulnerable household due to restrictions on the use of remaining land.
FY23-GRS-1981	05-25-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Closed	Complainant (i) alleged low compensation for land acquisition by the project; (ii) claimed eligibility for a resettlement land plot; and (iii) complained of inadequate information disclosure on project land acquisition. However, compensation was consistent with the requirements of the project's Resettlement Action Plan.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-2018	06-19-2023	Viet Nam	EAP	Coastal Cities Sustainable Environment Project	P156143	Water	Task Team	Environmental & Social Issues	Safeguards	Evaluation	Allegations of (i) low compensation for land acquisition by the project, and (ii) claims of eligibility for additional resettlement land plots.
FY23-GRS-1523	08-06-2022	West Bank and Gaza	MNA	Social Protection Enhancement Project	P160674	Social Protection & Jobs	Direct Complaint	Environmental & Social Issues	Safeguards	Closed	Concerns by Project staff related to their work environment. Issues raised in the complaint were resolved.
FY23-GRS-1596	10-24-2022	West Bank and Gaza	MNA	Innovative Private Sector Development Project	P164412	Finance, Competitiveness and Innovation	Direct Complaint	Other Operations Matters	Safeguards	Inadmissible	Concerns related to non-selection for project grant. Complaint was referred to the World Bank task team for follow-up.
FY23-GRS-1709	11-23-2022	West Bank and Gaza	MNA	Real Estate Registration Project	P168576	Urban, Resilience and Land	INT	Environmental & Social Issues	Safeguards	Closed	Allegations of (i) non-adherence to the project's land settlement and registration procedures, and (ii) lack of transparency in handling of complainant's relevant grievances. The complainant's land was outside the World Bank-supported project area.
FY23-GRS-1739	01-02-2023	West Bank and Gaza	MNA	Emergency Social Protection COVID-19 Response Project	P174078	Social Protection & Jobs	INT	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-2011	06-15-2023	West Bank and Gaza	MNA	Third Municipal Development Project	P159258	Urban, Resilience and Land	Task Team	Environmental & Social Issues	Safeguards	Inadmissible	Allegations of negative impacts on the complainant's property. However, alleged impacts were not related to a World Bank-supported project.



Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1540	08-16-2022	Yemen, Republic of	MNA	Emergency Human Capital Project	P176570	Health, Nutrition & Population	INT	Procurement	ESF	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1672	11-08-2022	Yemen, Republic of	MNA	Restoring Education and Learning Emergency Project	P175036	Education	Direct Complaint	Environmental & Social Issues	ESF	Closed	Allegations of inadequate information disclosure by project and non-payment of incentives to beneficiary teachers. The complainant teachers' district was not covered by the World Bank-supported Project.
FY23-GRS-1755	01-10-2023	Yemen, Republic of	MNA	Emergency Social Protection Enhancement and COVID-19 Response Project	P173582	Social Protection & Jobs	Direct Complaint	Environmental & Social Issues	ESF	Solution Phase	Concerns by Project staff related to their work environment.
FY23-GRS-1793	02-13-2023	Yemen, Republic of	MNA	Not Related to a World Bank-Supported Project	N/A	N/A	INT	Not Related to World Bank Group	N/A	Inadmissible	Allegations of non-payment of salary. However, concerns raised did not relate to a World Bank-supported project.
FY23-GRS-1853	03-22-2023	Yemen, Republic of	MNA	Emergency Human Capital Project	P176570	Health, Nutrition & Population	INT	Other Operations Matters	ESF	Inadmissible	Allegations of non-payment of salary. Complaint was closed for lack of response from the complainant, in accordance with the GRS Procedure.
FY23-GRS-1776	01-31-2023	Zambia	AFE	Kariba Dam Rehabilitation Project	P146515	Water	Task Team	Fraud and/or Corruption	Safeguards	Inadmissible	Complaint raised integrity-related concerns and was referred to the World Bank's Integrity Vice Presidency, in accordance with the GRS Procedure.

Case Number	Date Received	Country	Region	Project Name	Project Number	Global Practice	Complaint Source	Type	Policies Applied	Status	Issues Raised
FY23-GRS-1813	02-23-2023	Zambia	AFE	Kariba Dam Rehabilitation Project	P146515	Water	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1963	05-15-2023	Zambia	AFE	Improved Rural Connectivity Project	P159330	Transport	Direct Complaint	Procurement	Safeguards	Inadmissible	Complaint raised issues related to contracting and was referred to the World Bank task team and procurement staff, in accordance with the GRS Procedure.
FY23-GRS-1466	07-07-2022	Zimbabwe	AFE	Idai Recovery Project	P171114	Urban, Resilience and Land	Task Team	Other Operations Matters	ESF	Inadmissible	Complaint raised employment-related operational concerns and was referred to the World Bank task team for follow-up.



